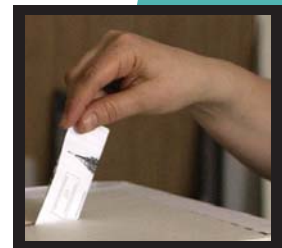
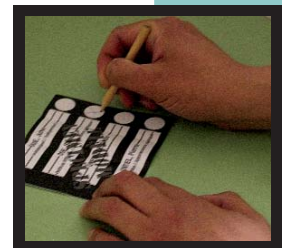
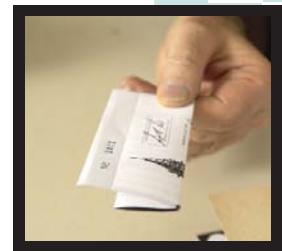


# ORDINARY POLL Election



**A SELF-DIRECTED TRAINING PROGRAM FOR  
Deputy Returning Officers  
and Poll Clerks**



## Introduction

Welcome to the *Self-Directed Training Program for Deputy Returning Officers and Poll Clerks* workbook. This workbook will help you learn the roles, responsibilities and tasks of deputy returning officers (DROs) and poll clerks on polling day.

### Objectives

Working in a focused manner, and at a steady pace, it will take approximately 2.5 hours to complete all the exercises in this workbook. By the end of this workbook, you should be able to:

- recognize the polling day tasks your team will be required to perform;
- understand the responsibilities of other poll officials;
- locate and follow the instructions required to perform your tasks;
- conduct the poll efficiently;
- understand elector qualification and identification requirements and recognize acceptable identification documents;
- solve polling day problems effectively;
- interact with electors, candidates, candidates' representatives and other election officials to create a positive voting experience;
- meet the demands of polling day with a client-friendly approach.

### What You Will Need for This Training Session

The instructions and content for the *Deputy Returning Officer and Poll Clerk Self-Study Training Program* are contained in the following sources:

- ❑ this self-study workbook,
- ❑ the *Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)* (EC 50340) (main source of your instructions on polling day), and
- ❑ the election materials (e.g. ballot boxes, ballot papers, *Poll Book* [EC 50060], forms, seals, signs) you received.

Contact the office of your returning officer if anything is missing.

## **Using the Training Materials Effectively**

This workbook is your main source of training instructions. Simply follow the instructions provided to lead you through the course process. You will have to look up information in your manual and answer different questions. Use the blank spaces provided in this workbook to keep track of your notes, questions and answers.

## **Answering Your Questions**

1. Answers to all exercises in this workbook can be found in answer boxes in the extreme right-hand column, of each page or in the *Answer Key* (Appendix A) at the back.
2. When you have content related questions, write them down in the spaces provided for you on each page. As the instruction manual is your main reference source on polling day, your first step when you have a question should be to locate the answer in the manual.
3. If you cannot find the answers in the manual, write your questions (and the corresponding reference pages in your manual) on the page provided for you in the back of this workbook (Appendix B). When you have gone through this whole exercise, gather up all your questions and contact the office of your returning officer. They will assist you in answering any questions that you may have. You should then record the answers to your questions on the summary page (and in the appropriate section of your manual for easy reference on polling day).

Being a deputy returning officer or poll clerk is a very important job. There are a lot of instructions to follow and rules to apply. These rules ensure that the results of the election are accurate and reliable. This training program is compulsory for all deputy returning officers and poll clerks to ensure that they are capable of doing the job. Please take your time and review all of the content, exercises and instructions presented in this workbook, and in the instruction manual, well before polling day.

***Thank you for your efforts in learning to become a capable poll official. Good luck!***

## Getting Started Using the Manual

The *Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)* is your main source of information on polling day. Therefore, it is important to know how to use your manual on polling day.

1. Write your name on the front page.
2. See how the *Table of Contents* of your manual is organized by titled sections and subsections. As a simple test, locate the page number of the following chapter in your manual and write it in the space provided below.

*Message from Elections Canada*

Page Number?? \_\_\_\_\_

3. Check your answer against the one provided on the right-hand side. Did you find the page? This may seem a little bit basic, but we will be referring you to these sections and subsections in the manual frequently, so finding them is important. By the end of this session, you will have worked with most of the manual.
4. Refer to the *Important Information* page. On this page, write down the date of polling day, the voting hours for your polling station, and the name and phone number of your returning officer. Locate the polling station address and your partner's name from your *Appointment and Oath (for election or referendum officers)* (EC 10130) form and write them in. Look for the phone number of the fire and police departments, etc., and record them on this page.
5. Read the pages of election terms in the *Terms You Should Know* subsection. Did you know that a person who votes is called an "elector", more often than a "voter" in the manual? It's important for you to familiarize yourself with these electoral terms used in the manual.

### Questions

(Answer – on Page 1)

## General Information

This section of your manual contains important information and is explained in detail. The deputy returning officer and poll clerk have specific tasks that must be carried out to efficiently serve electors. The *Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)* is the main source of information and it is recommended that you read it prior to performing your duties on polling day.

1. Refer to the *General Information* section of the manual.
2. Read the information contained in this brief section. Pay particular attention to the rights and eligibility of electors.
3. Familiarize yourself with electoral terms by reviewing the *Terms You Should Know* table.
4. Highlight any information in this manual that you may find important to you and to the electors.
5. Take a moment to note any questions that you may have about the information presented so far in Appendix B. Do not forget to try and look up the answers to these questions in your manual.

## Questions

## Additional Key Points

- The deputy returning officer and the poll clerk must work together in order to facilitate the vote.
- Elections Canada is also responsible for offering bilingual service to electors. If no one at your polling place can offer services in the other official language, use the *Bilingual Services Card* (EC 50140) for a polling station or the *Bilingual Welcome Card* (EC 50145) for a polling place to help the elector.
- Only eligible electors may vote.
- All personal information must remain confidential.
- The deputy returning officer must ensure the secrecy of the vote.
- The deputy returning officer is the only person responsible for a polling station.

## Election Officials

In this section, you will see the roles and responsibilities of all election officials in greater detail. All persons referred to in this section have an important role on polling day. This will depend on the characteristics of your polling place.

### Questions

1. Ensure that the information found on the *Appointment and Oath (for election or referendum officers)* (EC 10130) form is accurate. Advise the office of the returning officer of any inaccuracies so that they can be corrected immediately (so you can get paid).
2. Examine the tasks related to each election official that may be present on polling day.
3. Pay attention to the general instructions for your team.
4. Examine the procedures that must be followed, such as for the replacement of the deputy returning officer or the poll clerk on polling day.



## Additional Key Points

The *Appointment and Oath (for election or referendum officers)* (EC 10130) form establishes your authority to act as an election officer. Ensure that it is correctly filled out and keep it in a secure location.

All of the positions described in the manual may or may not be a factor on polling day. This depends on the characteristics of each individual polling place. Your site could have:

- A central poll supervisor;
- One or more information officers;
- One or more registration officers;
- A person responsible for maintaining order;
- One or more interpreters.

If an interpreter is necessary, the deputy returning officer must advise the returning officer. If no language or sign language interpreter has been appointed, one can be appointed and sworn in by the deputy returning officer.

The returning officer may authorize the presence of observers and have delegated Elections Canada staff to represent him.

If, during the day, the deputy returning officer or poll clerk is unable to perform their duty, a replacement must be found immediately.

A central poll supervisor (if applicable) or an information officer cannot replace the deputy returning officer or the poll clerk under any circumstance.

## Candidates' Representatives

This section describes the roles, responsibilities and rights of candidates' representatives. Candidates' representatives monitor the activities on polling day and must adhere to certain directives.

1. Refer to this section for the rights and restrictions applicable to candidate's representatives.
2. Examine the list of tasks required for admitting a candidate's representative.
3. Examine the *Authorization of a Candidate Representative* (EC 20020) form.
4. Refer to the *Statement of the Electors Who Voted on Polling Day* (EC 50111) form and know how it is transmitted to the candidates' representatives.

### Questions

## Additional Key Points

- Candidates' representatives are not election officials.
- A candidate cannot have more than two representatives at one polling station.
- Candidates' representatives can **never** be seated at the same table as the deputy returning officer and poll clerk.
- Candidates' representatives must be admitted by the deputy returning officer using the *Authorization of a Candidate Representative* (EC 20020) form.
- Verify the *Authorization of a Candidate Representative* (EC 20020) form and have the candidate's representative swear or affirm the oath before you.
- Give the candidate's representative the pre-printed label included in your kit.
- Give each representative a copy of the *Guidelines for Candidates' Representatives* (EC 20045) document.
- Candidates' representatives may only observe the proceedings; they may not take active part in them.
- The deputy returning officer must give the *Authorization of a Candidate Representative* (EC 20020) form of each authorized representative wishing to receive the *Statement of the Electors Who Voted on Polling Day* (EC 50111) form to the designated information officer.
- The poll clerk must fill out the *Statement of the Electors Who Voted on Polling Day* (EC 50111) form every 30 minutes. He must indicate the covered period, sign the form, and provide it to the designated information officer.
- An authorized representative of each candidate will obtain the completed *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms from the designated information officer.
- Posters, signs or any other material of "partisan" nature are not allowed at a polling site.

## Before Polling Day

In this part of the training program, you will take a more detailed look at what to do before polling day. There are a lot of materials required to run a polling station. These election materials must all be accounted for well before polling day.

1. Refer to the *Before Polling Day* section of your manual that describes how to take inventory of the election materials.
2. Review the three checklists of election materials (polling station, large yellow plastic envelope, and other polling station materials).
3. Select any form in your materials and look for its Elections Canada form number (e.g. EC 50060). Each form is identified by a number. Please ensure that you understand how to identify a form.
4. Review the tasks that must be done before polling day as well as the remaining information presented in this section. Using a highlighter, highlight the information that you think is important to remember.

## Questions

### Additional Key Points

- As soon as possible, the deputy returning officer and poll clerk must check the contents of the ballot box against the checklists in the manual.
- Familiarize yourself with all the forms and envelopes, put them back in the ballot box and seal it.
- If anything is missing, call the office of the returning officer immediately.
- Check the ballot papers; ensure that they are not soiled and that the names of all candidates appear on them.
- Count the ballots; the total should equal the number of ballot papers that the returning officer supplied to you.
- Keep track of the seal numbers by using the *Seal Control Sheet* (EC 50205) is extremely important. They could be subject to review by a judge after the election.
- The deputy returning officer is responsible for keeping the ballot box and its contents in a safe place until polling day.
- If there is no central poll supervisor, locate your polling station before polling day and identify who will be available to unlock the door(s) for you. Make sure that you will have all the furniture needed to set up your polling station and a working phone available in the polling place.

## Conduct of a Poll

In this part of the training, you will learn how to set up your polling station and to prepare for the arrival of electors. Setting up a polling station on polling day can be an easy task if you are prepared, organized and arrive early. The timing of the activities is also important, so preparation is the key.

It can take less than two minutes for a registered elector to vote in a well-organized polling station. To reach this goal, your team must understand the voting process. You must also be prepared to help electors who want to vote, but are not yet registered.

## Questions

1. Refer to the *Conduct of a Poll* section in your manual and review the information presented in this section thoroughly.
2. Review the list of tasks to complete when you arrive at the polling place. In order to efficiently set up your polling station, arrive at least 45 minutes prior to the opening of the poll.
3. Refer to this section to identify who may be present in the polling place on polling day.
4. Review the activities that must be monitored throughout the day.
5. Review the instructions for administering oaths to electors and how to proceed with the vouching process.
6. Refer to the *Regular Voting Procedure (Registered Elector)* subsection of your manual and review the rules for voter eligibility, identification requirements, and verifying acceptable proof of identity and address.
7. Learn how to manage the registration process in case there is no registration officer at your polling place.

## Additional Key Points

- It is forbidden to film or take photographs within a polling place.
- The deputy returning officer is in charge of all ballot-related activities.
- The poll clerk takes care of all the administrative tasks including the *Official List of Electors*.
- After having arrived at the polling place, call the office of the returning officer to **confirm your arrival**, if no central poll supervisor has been appointed.
- Set up your poll as instructed in the manual. Place your table in a manner that electors can see you as they enter the polling place. The position of the voting screen is extremely important in order to ensure the secrecy of the vote.
- Some tasks must be accomplished in the 15 minutes prior to the opening of the poll and in the presence of candidates' representatives. Seal the ballot box appropriately and keep track of the serial number.
- Open your poll at the time specified for your time zone.
- The oaths are taken verbally and no signature is required. However, a note must be written on the appropriate page of the *Poll Book* (EC 50060) every time one is taken.
- During the slow periods throughout the day, the deputy returning officer and poll clerk must verify that the number of ballots issued is the same as the number of electors who voted.
- To vote, an elector must:
  - be a Canadian citizen;
  - be at least 18 years of age on polling day;
  - be an ordinary resident in the polling division; and
  - provide acceptable proof of identity and address.
- If the elector does not have the required pieces of identification, he can be vouched for by another elector as long as that elector is registered at the same polling division on the list and can provide acceptable pieces of identification. The *Voter Information Card* cannot be used as a proof of identity or address.
- To vote in another polling station, an elector must have a transfer certificate.
- The *New identification rules to vote!* pamphlet (EC 90189) provides the list of acceptable pieces of identification.



## Conduct of a Poll (Cont'd)

You have seen how easy voting can be for a registered elector. But what do you do if a person is not on the list of electors?

### Questions

1. Refer to the *Enabling an Elector to Vote by Registration Certificate (EC 50050)* subsection of your manual.
2. Review the *Managing the Registration Process (no registration officer)* subsection, if no registration officer was appointed for your polling place.
3. Consult the *Enabling an Electors to Vote by Transfer Certificates* subsection. What are the two types of transfer certificates that can be used on polling day?

**Additional Key Points (Cont'd)**

- An elector can obtain a *Registration Certificate* (EC 50050) by registering with a registration officer, if one has been appointed for your polling place. If not, you can issue a *Registration Certificate* to an elector only if he resides in your polling division and has acceptable proof of identity and address or who can be vouched for by another elector also in your polling division.
- When a *Registration Certificate* has been issued to an elector, the elector is deemed to be registered on the list of electors.
- An elector may only vouch for one elector at that election.
- An elector that has been vouched for may not vouch for another elector at that election.
- The deputy returning officer must allow an elector to vote by *Transfer Certificate* (EC 10190) if it was issued by the returning officer or the assistant returning officer. The deputy returning officer must then follow the regular voting procedure.
- The deputy returning officer can issue a *Transfer Certificate (Moved Poll)* (EC 50052). This certificate is issued only to electors whose poll has changed location after the mailing of the *Voter Information Cards*. An elector could present himself to the original polling station even if a second *Voter Information Card* was mailed. You will be notified by the returning officer if this applies to your polling division.
- After having verified with the returning officer or the delegated person, and only by request of the elector, the deputy returning officer may complete a *Transfer Certificate (Moved Poll)* (EC 50052).

## Conduct of a Poll (Cont'd)

Answer the questions below with true or false. Compare your answers to those in the *Answer Key* at the end of this document (Appendix A).

1. An elector is allowed to vote if his name appears on the list of electors for your polling station or he has been issued a <i>Registration Certificate</i> (EC 50050) and he has provided acceptable proof of identity and address.	True	False
2. If an elector whose name appears on your list of electors vouches for the identity of an unregistered elector and provides acceptable proof of identity and address, a deputy returning officer may issue a <i>Registration Certificate</i> (EC 50050) to the unlisted elector.	True	False
3. An elector who resides in another polling division can be registered and vote at your polling station.	True	False
4. An elector providing acceptable proof of identity and address to a registration officer to register need not show identification to the deputy returning officer.	True	False
5. An elector who refuses to provide his date of birth <b>cannot</b> be registered to vote.	True	False

## Other Scenarios

In this part of the training program, you will learn how to respond to other exceptional voting situations. Very few electors are the subject of exceptional voting situations; however, the deputy returning officer and poll clerk must be prepared in order to facilitate the vote for these electors.

1. Review the different kinds of exceptional voting situations that may occur on polling day.
2. Review the various situations affecting the list of electors. As a simple test, indicate in the space provided below where you record the electoral district and polling division information on the *Correction Certificate* (EC 50051).

Where to record the info? \_\_\_\_\_

3. What must you do in the event that a candidate's representative challenges an elector's residence or qualification to vote?
4. Review carefully the *Managing Situations Involving Ballots* subsection. Note the various situations that you may encounter with ballots and familiarize yourself with the procedures to follow.
5. Review the procedures to follow in case of emergency.

### Questions

(Answer – Top right corner)

## Additional Key Points

- Electors with a disability who are unable to read or who have a language barrier should be assisted, as required. For example, there is a *Voting Template* (EC 50170) and a *List of Candidates in Large Print* that can be useful.
- Codes in the left margin on the list of electors indicate that an elector's file has been modified during the revision period. An elector may have asked to be registered, have his address or polling division changed, moved from or to another electoral district or have had his name removed from the list.
- People who received special ballots (S code), advance poll electors (X code) and removed electors (R code) are not allowed to vote at your polling station.
  - If the elector claims that he has not voted, verify the information with the returning officer and allow the elector to vote after he has taken the appropriate oath.
  - If the elector claims that he was removed in error, verify that he has acceptable proof of identity and address, complete a *Registration Certificate* (EC 50050) and allow the elector to vote.
- *Correction Certificates* (EC 50051) are used to record minor corrections to the list of electors.
- The deputy returning officer must complete a *Correction Certificate* (EC 50051) when an elector requests to make corrections to his information on the list of electors.
- Deputy returning officers, poll clerks and candidates' representatives have a right to challenge an elector's qualification to vote or their residence.
- If the elector believes he is not obligated to swear an oath, he can appeal the decision of the deputy returning officer. A decision will be rendered only after a discussion with the returning officer or the person delegated by the returning officer for this activity.
- An elector can inadvertently spoil his ballot and receive a replacement (only once). Write "spoiled" on the back of the ballot and place it in the appropriate envelope.
- The deputy returning officer must protect the ballot box (if possible) in an emergency situation.
- Contact the returning officer if any unusual situation arises.

## Counting of the Ballots

The last part of polling day is the most important part: the counting of the ballots and the recording of the results are very important to the accuracy, fairness and integrity of the voting process.

### Questions

1. Review the directives in the *Closing of the Polling Station* and *Who May Be Present for the Ballot Count* subsections of your manual.
2. Refer to the *Preparing to Count Ballots* and *Before Counting the Ballots* subsections as the tasks described must be done before opening the ballot box.
3. Locate the *Samples of Marked Ballot Papers* (EC 50130) document and examine the examples.
4. Review the directions for the counting of the ballots.
5. Review the *Exceptions to the Usual Counting Procedure* and *Objections to a Ballot* subsections.
6. Review the procedure for recording the details of the counting of the ballots on the *Statement of the Vote* (EC 50100), the forms and the envelopes.
7. Familiarize yourself with the manner in which the results must be transmitted after having successfully completed and verified your results on the *Statement of the Vote* (EC 50100).

## Additional Key Points

- Polling stations must close at the time prescribed for your time zone as prescribed in the *Canada Elections Act*.
- Candidates or up to two representatives (or up to two electors) for each candidate may observe the counting process.
- No one may arrive at or return to your polling station after the doors are closed and the count is underway.
- The deputy returning officer and poll clerk must complete several administrative tasks in the *Poll Book* (EC 50060) before opening the ballot box.
- Only the deputy returning officer is allowed to physically handle the ballots.
- Only the deputy returning officer can decide to accept or reject a ballot and his decision is final. Only a judge can reverse the decision in the case of a judicial recount.
- The deputy returning officer and poll clerk may record the final details of the ballot count on the *Statement of the Vote* (EC 50100) and on the *Copy of the Statement of the Vote for Candidates and Representatives* (EC 50110).
- The deputy returning officer must transmit the results of the count to the central poll supervisor, if one has been appointed, or to the returning officer if instructed.
- The deputy returning officer cannot leave the polling station or the polling place without having communicated the results.

**Note:** Federal rules about acceptable or not acceptable (to be rejected) ballots may differ from provincial and municipal elections.

**By referring to the examples provided in the *Samples of Marked Ballot Papers* (EC 50130) document, answer questions below with true or false. Compare your answers to the *Answer Key* at the end of this document (Appendix A).**

<p>1. Only the deputy returning officer may decide to accept or reject a ballot and his decision is final. Only a judge may reverse it, if there is a judicial recount.</p>	<p align="center">True <b>?</b> False</p>
<p>2. If it is obvious from the markings in the circle on the ballot paper for which candidate an elector intended to vote, the ballot should be accepted.</p>	<p align="center">True      False</p>
<p>3. A ballot marked in any way by the deputy returning officer must be rejected.</p>	<p align="center">True      False</p>
<p>4. A ballot marked with a sign other than an "X" must be rejected.</p>	<p align="center">True      False</p>
<p>5. A ballot marked with any kind of pencil or pen other than a black lead pencil must be accepted.</p>	<p align="center">True      False</p>
<p>6. A ballot where the mark extends outside the circle must be accepted.</p>	<p align="center">True      False</p>
<p>7. A ballot where the circle is completely filled in must be rejected.</p>	<p align="center">True      False</p>



## Closing the Poll

After the counting of the ballots, the deputy returning officer and poll clerk must complete the final tasks.

1. Locate the *Closing Instructions for the Deputy Returning Officer* document (EC 50020) in your election materials. It is important to follow all of the instructions on this document. It will also assist you to properly execute the closing of the polling station.
2. If there is a central poll supervisor or an information officer, he will have to proceed with a quality control starting at step 3B of the *Closing Instructions for the Deputy Returning Officer* document (EC 50020).
3. You must follow the instructions of the returning officer for the return of the ballot box, the documents and envelopes, election materials and the *VIC Collection Boxes* (EC 50255) to his office.

## Questions

## Additional Key Points

- Use the *Closing Instructions for the Deputy Returning Officer* document (EC 50020) to guide you through each step of the process. This document indicates which document must be inserted in which envelope.
- After the final verification has been done with the central poll supervisor or by the information officer, you must seal the envelopes.
- All *Voter Information Cards* presented by electors and left with the deputy returning officer must be deposited in the *VIC Collection Boxes* (EC 50255). Do not throw them in the trash as they contain personal information.
- You must deliver to the returning officer or central poll supervisor (if appointed):
  - a sealed ballot box;
  - a small white envelope (containing the white copy of the "Report on Registrations for this Polling Station" of the *Poll Book* [EC 50060]);
  - a large white envelope (containing the completed *Registration Certificate* [EC 50050] and *Correction Certificates* [EC 50051]);
  - the *Closing Instructions for the Deputy Returning Officer* document (EC 50020) signed by the deputy returning officer, poll clerk, central poll supervisor or information officer, when applicable;
  - completed copies of the *Statement of the Electors Who Voted on Polling Day* (EC 50111) that were unclaimed by the candidates' representatives; and
  - the *VIC Collection Boxes* (if applicable).
- Don't forget to keep the pink copy of the *Statement of the Vote* (EC 50100) for a period of 60 days after the polling day.
- If the returning officer instructed you to not return the ballot box the evening of polling day, you must fax the pink copy of the *Statement of the Vote* (EC 50100) to the office of the returning officer, as soon as possible before noon, the day after polling day.

## Conclusion

This brings you to the end of your self-directed training session. To complete this training activity:

1. Note any final questions that you may still have about the information presented in this training program. Try one last time to look up the answers to these questions in your manual.
2. Use the *Question Summary* sheet in *Appendix B* to record any remaining questions for which you cannot locate the answers to using your manual.
3. Contact the office of the returning officer to obtain answers to your questions.
4. Complete the training evaluation form (located in an appendix to this workbook) and fax or mail it to the office of your returning officer.

## Questions

**Thank you** for completing this training session and for your efforts to make the electoral experience a positive one for electors. Your work is extremely important to the democratic process.

## Appendix A – Answer Key

### Registering an Elector

1. An elector is allowed to vote if his name appears on the list of electors for your polling station or he has been issued a <i>Registration Certificate</i> (EC 50050) and he has provided acceptable proof of identity and address.	<b>True</b>
2. If an elector whose name appears on your list of electors vouches for the identity of the unregistered elector and provides acceptable proof of identity and address, a deputy returning officer may issue a <i>Registration Certificate</i> (EC 50050) to the unregistered elector.	<b>True</b>
3. An elector who resides in another polling division can register and vote at your polling station.	<b>False</b>
4. An elector providing acceptable proof of identity and address to a registration officer to register need not show identification to the deputy returning officer.	<b>False</b>
5. An elector who refuses to provide his date of birth <b>cannot</b> be registered to vote.	<b>False</b>

### After the Polls Close – How to Count the Ballots

1. Only the deputy returning officer may decide to accept or reject a ballot and his decision is final. Only a judge may reverse it, if there is a judicial recount.	<b>True</b>
2. If it is obvious from the markings in a circle on the ballot paper for which candidate an elector intended to vote, the ballot should be counted.	<b>True</b>
3. A ballot marked in any way by the deputy returning officer must be rejected.	<b>False</b>
4. A ballot marked with a sign other than a cross must be rejected.	<b>False</b>
5. A ballot marked with any kind of pencil or pen other than the black lead pencil must be accepted.	<b>True</b>
6. A ballot where the mark extends outside the circle must be accepted.	<b>True</b>
7. A ballot where the circle is completely filled must be rejected.	<b>False</b>

## Appendix B – Question Summary

<b>Question</b>	<b>Corresponding Section in Manual</b>	<b>Answer from Subject Matter Expert</b>

## Appendix C – Self-Study Workbook, Course Evaluation

Participant's Name: (optional)	
Electoral District:	

### Overall Assessment

How would you rate (circle one):

1.	The course overall?	<i>Excellent Good Fair Poor</i>
2.	The ability of the manual/subject matter expert to answer your questions?	<i>Excellent Good Fair Poor</i>
3.	The content of the training workbook/instruction manual?	<i>Excellent Good Fair Poor</i>
4.	The ease of use of the training workbook/instruction manual?	<i>Excellent Good Fair Poor</i>
5.	Your comfort level in applying on polling day what you learned?	<i>Excellent Good Fair Poor</i>

### Detailed Assessment

6.	What was the most useful part of the course?	
7.	What was the least useful part of the course?	
8.	What was the most effective part of this course that taught you the content (questions and answers, examples, etc.)?	
9.	How helpful will the reference materials be in helping you carry out your tasks? Explain.	
10.	How can we improve this training session?	