Appendix 10
Interviewer:  {00:00:00} Thank you so much for agreeing to help us today.

Allison: {00:00:03} Uh-huh

Interviewer:  {00:00:06} And, um, what we will do is uh, I have two documents that I am going to have you read and give us feedback on what's clear or what's unclear, and both of them have to do with uh, voting.

Allison: {00:00:24} Yeah.

Interviewer:  {00:00:26} One is a voter registration form, and I will tell you about the other when we get there. We are not testing you knowledge, we are not testing how well you read, or anything like, any of your skills.

Allison: {00:00:35} Right

Interviewer:  {00:00:35} We're really testing whether or not you think the documents are clear.

Allison: {00:00:40} Mm-hmm

Interviewer:  {00:00:41} Okay?

Allison: {00:00:41} Okay

Interviewer:  {00:00:42} Am I right, you never registered to vote?

Allison: {00:00:45} No.

Interviewer:  {00:00:46} That's good, because that's what we wanted. Good, there is no right or wrong answer. So what I would like to do is start by having you, this is actually two sided, and I'd like you--you've used a highlighter before, of course.

Allison: {00:01:06} Oh yeah. [Laughs]

Interviewer:  {00:01:09} You've been in school. What I would like you to do is read through all of this page one and highlight anything that you think seems confusing. It could be words, sentences. It could be paragraphs. It could be the layout. Anything you can think of, anything that you think is not as clear as it could be.
Allison: [00:01:32] Okay.

Interviewer: [00:01:33] All right?

Allison: [00:01:32] All right.

Interviewer: [00:01:33] So do that and then I will ask you specific questions.

Allison: [00:01:38] Okay

[1 minute 17-second pause]

Allison: Any like—I know like what some of these words mean but like, do you like, do you want me to underline stuff that can be confusing to the general population or? Cause [sic] like, I can figure out some of the like...

Interviewer: [00:03:06] Yeah

Allison: [00:03:07] Cause [sic] like...

Interviewer: [00:03:07] Umm, I'll tell you what let's do it this way.

Allison: [00:03:09] Cause [sic] like I can figure out, I mean, I know what to put but/like

Interviewer: [00:03:11] /Yeah.

Allison: [00:03:14] I feel like some other people would be confused by some of the words.

Interviewer: [00:03:18] So let's do it this way. Why don't you highlight it if you understand it, but you think other's might /not.

Allison: [00:03:24] /Right.

Interviewer: [00:03:24] But use a pen if you yourself have trouble figuring out what it's saying.

Allison: [00:03:31] Okay.
Interviewer: [00:03:32] Does that seem okay?

Allison: [00:03:34] Yeah.

Interviewer: [00:03:33] And here I will just put blue for self.

Allison: [00:03:37] Okay, that, yeah.

[1 minute 5-seconds pause]

Allison: [00:04:42] [Inaudible]

Interviewer: [00:04:44] Let's just on that side for now.

Allison: [00:04:46] Okay, so than I understood all of it, so I didn't need to use the blue pen. Um, I mean, I think um, like a naturalized citizen. I don't know if that is because I've-- I mean I have lived here my whole life, and I never had to worry about citizenship and that kind of stuff, so I don't know that much about...

Interviewer: [00:05:05] So you don't know what that word would mean, natural-naturalized citizen?

Allison: [00:05:08] Um, does that mean like your born here?

Interviewer: [00:05:14] Well, let's circle that in blue /then

Allison: [00:05:19] Inaudible) okay

Interviewer: [00:05:19] You do that. Then what about domicile?

Allison: [00:05:21] Um, that is like your permanent address but I am not sure if everyone would, well you can kinda [sic] figure it out with the process of elimination. If you take away mailing address and then you um, so I mean /that's

Interviewer: [00:05:34] Okay

Allison: [00:05:34] the only thing I really

Interviewer: [00:05:34] Okay
Allison:  [00:05:34] Yeah

Interviewer:  [00:05:35] All right, well good, well so, let me ask you some specific questions too, and I’m gonna [sic] back up just a little bit.

Allison:  [00:05:44] Yeah

Interviewer:  [00:05:47] Um, if you were going to register to /vote

Allison:  [00:05:47] /yeah.

Interviewer:  [00:05:49] Where would you get information on what you need to bring uh, as uh, proof that would allow you to vote?

Allison:  [00:05:59] Um, go to State of New Hampshire website or some government website.

Interviewer:  [00:06:05] /Okay

Allison:  [00:06:05] /or through the town.

Interviewer:  [00:06:06] Or, I’m sorry?

Allison:  [00:06:07] Anything online from the town you’re going to vote in or /it’s...

Interviewer:  [00:06:10] /Okay. All right

Allison:  [00:06:12] Yup [sic]

Interviewer:  [00:06:13] And um, have you heard or read about websites specifically to help people understand how to prove uh, who they are and where they live?

Allison:  [00:06:24] Have I heard of the websites?

Interviewer:  [00:06:27] Mm-hmm

Allison:  [00:06:27] Um, I don’t know specifically, but I am sure there are.

Interviewer:  [00:06:29] Okay, all right. Um, what would you think would count as proper identification if you uh, wo-, would want to register to vote?
Allison: [00:06:41] Um, let me think about that.

Interviewer: [00:06:47] Yeah, sure. [Laughs]

Allison: [00:06:47] So (inaudible) [Laughs]

Interviewer: [00:06:49] This is not Wheel of Fortune. [Laughs].

Allison: [00:06:52] Um, I mean a birth certificate (inaudible) like a primary and secondary (inaudible) so...

Interviewer: [00:07:03] Okay

Allison: [00:07:05] Birth certificate, driver's license and something indicating your permanent residence.

Interviewer: [00:07:10] Okay, all right, fine. And um, how much do--are, do you work full time?

Allison: [00:07:14] I do, yeah.

Interviewer: [00:07:15] Okay, so how much time do you think you would have to, let's say you are going to uh, register to vote on the day of an election--which you can do in the State of New Hampshire--say you could go there and register. How much time do you think you would spend in the process of registering to vote?

Allison: [00:07:37] Probably a lot longer than you planned.

Interviewer: [00:07:39] Okay

Allison: [00:07:40] [Laughs] I don't know, do you want an act, like (inaudible).

Interviewer: [00:07:44] Yeah, just, yeah just in general do you have any sense of how much time?

Allison: [00:07:47] I think it would depend first on where you are registering. If it is in the city, Manchester, Nashua might take longer (inaudible) but um, I don't know maybe like an hour maybe two at most.

Interviewer: [00:07:58] Okay would you be willing to give up that much time to register to vote and then to vote?
Allison: [00:08:04] Um, I mean it depends. It’s during the week it’s hard you know when you work full time.

Interviewer: [00:08:12] yeah

Allison: [00:08:13] So...

Interviewer: [00:08:14] Okay, thank/ you

Allison: [00:08:15] I guess it depends on my schedule and what is going on that day.

Interviewer: [00:08:19] Totally understand. I said there are no right or wrong answers.

Allison: [00:08:22] [Laughs]

Interviewer: [00:08:23] All right, so now that you have gone through this and have marked a few places. Now I wanna [sic] uh, ask you about some specific things.

Allison: [00:08:32] Okay

Interviewer: [00:08:33] So one of the things we like to do is have people do what is called talking aloud or when you’re reading.

Allison: [00:08:42] Yeah

Interviewer: So that might mean for instance like on this menu, if I were in at restaurant I might be doing something like, "God I really don’t like clam chowder, but here I am in the north east. Maybe I’ll get it. I love shrimp but I don’t know 13.99 seems like a lot to me." None of which I am saying to anybody there, but it’s what I am thinking as I read the menu there.

Allison: [00:09:09] Okay

Interviewer: [00:09:09] So, if you would go back through this and um, as you’re reading it, if something occurs to you like driver’s license number uh, might be, I mean, I don’t know what you might think about it, you might say, think to yourself, “Oh shoot, I forgot to bring my driver’s license.” See what I mean?

Allison: [00:09:31] Right

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Interviewer: [00:09:32] See what I'm saying?

Allison: [00:09:32] Yeah.

Interviewer: [00:09:33] So read through this and down here where there's more text.

Allison: [00:09:40] Mm-hmm

Interviewer: [00:09:38] And um, kinda [sic] talk aloud as you read things.

Allison: [00:09:44] Okay

Interviewer: [00:09:44] Don't-- you don't have to read out loud.

Allison: [00:09:47] Okay, um...

[12-second pause]

Allison: Like city ward, I don't know if people, I know like some cities are divided up into wards. I don't know if, I wouldn't, if I lived in the city I probably wouldn't know the exact number for the ward.

Interviewer: [00:10:10] Okay, that's the kind of thing. You know where ever you stop.

Allison: [00:10:17] Right. And like date and address, if I wasn't one of those type of people that fell into that category if I would know the specific date off the top of my head. And if um, (inaudible) me, um,

[37-second pause]

Allison: [00:10:54] Like party affiliation if I don't know, can I just leave it blank? Or can I just like put N/A?

Interviewer: [00:11:59] Mm-hmm

[37-second pause]

Um, I think that's it.
Interviewer: [00:11:38] Okay

Allison: [00:11:40] The rest is just basic information so.

Interviewer: [00:11:43] All right, let me ask you about something specific. So, this um, hmm, let me grab my own copy here, so this paragraph “I understand” that starts there. Could you tell me in your own words what that says?

Allison: [00:11:59] Can I just re-read it again?

Interviewer: [00:12:01] Sure, yes, of course.

Allison: [00:12:01] Okay

[44-second pause]

Allison: [00:12:45] (Inaudible) like you can only to register in one town and um, that’s what you’re claiming as your permanent residence, and I don’t know. [Laughs].

Interviewer: [00:12:59] Okay, did you have to read that more than once?

Allison: [00:13:00] I mean I, I yeah, I did read it a couple of times but um, I was just tripped up over the sentence. Um, um, a place to which upon temporary absence a person has intention of returning. So, like temporary absence to me, I think like they are going to come back. But then, it says intention of returning, so that kinda [sic] (inaudible).

Interviewer: [00:13:27] All right. That’s fine. Uh, all right well let’s turn, let’s turn this over now. In addition to the infor-, oh let me ask mo-, one more question. Would you know two--two questions would you know this is part of the registration form and....

Allison: [00:13:50] Yeah

Interviewer: [00:13:50] ...that you would do.

Allison: [00:13:51] I mean I wouldn’t (inaudible) this down. And then I went to the side and saw that.

Interviewer: [00:13:53] Okay, then you went to the side?
Allison: [00:13:54] Yeah, but could make it bumped out.

Interviewer: [00:13:56] All right then the other question is the two places here that have a section for checking. Do you know which of the two you should check?

Allison: [00:14:09] Um, let me see.

[9-second pause]

Yeah.

Interviewer: Okay, all right, and what is difference between the two?

Allison: [00:14:22] One is that you were never previously registered and one of them is address changing.

Interviewer: [00:14:27] Okay, all right, so on the other side in addition to the information here, we now have other information that is part of the registration form. So what I would like you to do here is read from here, “I understand that to make the address,” um, then down to here and then explain to me the two areas.

Allison: [00:14:57] Okay

Interviewer: [00:14:58] Okay?

Allison: [00:16:45] (Inaudible)

Interviewer: [00:16:46] Yeah, let’s do it paragraph by paragraph.

Allison: [00:16:48] (Inaudible) it’s a [Laughs]. Okay.

Interviewer: [00:16:50] You felt, I’m sorry I didn’t hear what you said.

Allison: [00:16:55] Oh, I said um, I mean after reading all this. In order to summarize it I have to read it again.

Interviewer: [00:17:00] Yeah, that’s fine. So that’s fine. In this opening paragraph.

Allison: [00:17:05] Mm-hmm
Interviewer: [00:17:06] So in this opening paragraph um, let me ask it this way: So which, which of these two, explain to me the two places where you um, initial. Um, explain each of them means.

Allison: [00:17:22] Okay, I have to read it.

Interviewer: [00:17:23] And then do you need to initials both or chose one? Or...

Allison: [00:17:27] Yeah, I mean, I feel like people are just so quick to like, fill stuff out they just initial, initial without reading. /So

Interviewer: [00:17:36] /Yes

Allison: [00:17:37] I mean if this was me and I was in a hurry, I would probably just initial and not even...

Allison: [00:17:41] Right just cause [sic] its’ so tedious almost. [Laugh].

Interviewer: [00:17:44] (Inaudible)

Allison: [00:17:45] Yeah. Okay, let me re-read.

Interviewer: [00:17:48] All right.

Allison: [00:18:26] So in that first one, it's saying that if you don't have your documents when you go to register, then you have to present them in a specific time /frame

Interviewer: [00:18:38] /Okay

Allison: [00:18:39] for it to, for it to work.

Interviewer: [00:18:40] and who do you have to present them to?

Allison: [00:18:43] Um, so you can--I think it's the town.

Interviewer: [00:18:47] You don't have to memorize it. No, you can go back. It's clarity we are after, it is not testing how well you can...
Allison: [00:18:54] Um, you’re gonna [sic] present it to the town. Although [inaudible] um, says 30 days where the Clerk’s Office is open.

[6-second pause]

Allison: [00:19:15] So you’re going to send it into the town, and your verifying that you received the document (inaudible) Secretary of State so, says the Clerk’s Office (inaudible) town.

Interviewer: [00:19:31] Okay and how many days do you have in order to send in the evidence?

Allison: [00:19:38] Um, I think it said 10 days. Yup [sic] and then 20 if it is an office open that's open less than 20 hours week.

Interviewer: [00:19:46] Okay and then it says, “I have received the document produced by the Secretary of State that describes the items that may be used as evidence of verifiable action that establishes domicile.” How would you put that in your own words?

Allison: [00:20:01] Um, so that you received the document that explains what, like proof of residence, like what proof so that okay. You received the documents that told you what would constitute as like showing that you lived in that/ town

Interviewer: [00:20:25] /Okay.

Allison [00:20:25] and that you read over it and received it.

Interviewer: [00:20:28] Okay. All right and then um, the next sentence after that. “Failing to report”-- so what happens?

Allison: [00:20:43] Ah

Interviewer: [00:20:40] What is that saying?

Allison: [00:20:40] (Inaudible) sentence.

Interviewer: [00:20:41] “Failing”, here: /“failing.”

Allison: [00:20:42] /Oh yeah.

Interviewer: [00:20:44] There it is. There it is. “Failing, failing to report”. So what does that--how would you put that in your own words?
Allison: [00:20:48] Um... [inaudible]

[12-second pause]

Allison: [00:21:03] So if um, you don’t respond back um, you will get another official documents and um. They’re just verifying um, they are just going to follow up basically. [laughs]

Interviewer: [00:21:26] Okay, all right. How about the other one? Ah, the second area where you could initial.

Allison: [00:21:37] Okay

Interviewer: [00:21:38] Put that in your own words.

[51-second pause]

Allison: [00:22:29] I don’t know, I feel it is really unclear. Especially if you’re in a hurry. Like if I have to sit here and re-read it and re-read it...

Interviewer: [00:22:37] Yes.

Allison: [00:22:37] Trying to like paraphrase it um...

Interviewer: [00:22:43] So then thinking about what you just said. Would you use one of these blue one for something you thought was confusing or highlight that you understood but you thought someone else would be confused by? Would that be something you would mark?

Allison: [00:22:58] I mean, in comparison to the first spot you would initial. It is almost hard to discriminate between the two. They are kinda [sic] similar but um, it’s not clear as to if you should make all that apply or just one

Interviewer: [00:23:22] Okay

Allison: [00:23:23] Um, I don’t know what you want me to mark.

Interviewer: [00:23:25] No, okay, I—no, I was just saying that remember on the other side/where

Allison: [00:23:28] /Right
Interviewer: [00:23:28] circled or highlighted.

Allison: [00:23:29] Right

Interviewer: [00:23:29] But that's fine you've said what, you've said what you meant. So let me ask you specific things like in that second one says um, "No documentary actions carrying out my intent to be domiciled at this address." Would you um, understand what that means?

Allison: [00:23:51] Um, I mean I'm a little confused um...

[17-second pause]

Allison: [00:24:14] Yeah, I don't know.

Interviewer: [00:24:14] Okay, that's fine.

Allison: [00:24:18] Is it?

Interviewer: [00:24:19] That's absolutely fine. Okay so um, here's the thing in New Hampshire. You have to prove your identity, you have to prove your citizenship, you have to prove your age. But ah, obviously from what you read there, you also have to prove where your domicile--where you live.

Allison: [00:24:37] Right

Interviewer: [00:24:38] Okay so here is the form for that. And um, I think ah, I think I am getting better responses from when you talk rather than just having you circle things.

Allison: [00:24:50] Right

Interviewer: [00:24:50] So what I'm gonna [sic] do this time is, I am going to go through this with you...

Allison: [00:24:56] Okay

Interviewer: [00:24:56] Again do the same kind of talking aloud.

Allison: [00:25:01] Yeah
Interviewer: 00:25:01] If you feel like marking something that would be helpful.

Allison: [00:25:03] Okay

Interviewer: [00:25:03] Um, but let’s start just with the title, “Verifiable action of domicile.” What do you think that title is saying?

Allison: [00:25:18] Um, it’s just that your verify—you’re proving you are living.

Interviewer: 00:25:24] Okay

Allison: [00:25:26] Yup

Interviewer: [00:25:26] All right, good. Secondly, when you look at this document without again reading it maybe just kinda [sic] scanning through it does it look easy or hard?

Allison: [00:25:40] I mean, the bottom part looks easy cause [sic] you’re just signing it and filling out your name. But the um, boxes that you have to um, like /these

Interviewer: [00:25:51] /Bullets?


Interviewer: [00:25:52] The lines?

Allison: [00:25:53] Yeah, it's like do I initial or do I check? I mean just looking at it brief /scan

Interviewer: [00:25:57] /Yeah

Allison: [00:25:58] scan of this/

Interviewer: [00:25:58] and the pages, sure.

Allison [00:25:58] It’s almost a little overwhelming and the page is longer than an 8 x 11. Extra long. [Laughs].

Interviewer: [00:26:04] Good, all right. So now let’s do the same thing. Start at the top and if your comfortable circle something, let’s use the blue pen /then
Allison: [00:26:18] /Yup

Interviewer: [00:26:19] something you don’t understand or think is confusing. I am going to ask you more specifically about particular things. Okay?

Allison: [00:27:11] All right, so I mean I read all the way to here. Do you want me to...

Interviewer: [00:27:15] So you read all the way to, “The following?”

Allison: [00:27:17] Yeah.

Interviewer: [00:27:17] Okay

Allison: [00:27:17] So you just have to have one of these in order to prove--to have evidence.

Interviewer: [00:27:23] Okay

Allison: [00:27:25] Um, so is this more of a checklist for yourself or do you need to check off what your--”Provide evidence that you have done at least one of the following.” Okay, so where it says, "provide evidence," do they want you to like send in something in an envelope with like, this page as well. Like, what do they need as-- (Inaudible). "...residency you have done at least one of the following." I mean, do they want you to check off or is this mostly for yourself?

Interviewer: [00:28:15] Okay

Allison: [00:28:16] I don’t know.

Interviewer: [00:28:16] Good question. Okay, so let me ask you this: So if it says, uh, you have done one of the five, "established residency in an institution of learning." So what do you, what do you interpret that to mean you’d have to provide as evidence?

Allison: [00:28:33] So you’d have to provide like them like mail that you’re living at the college or something.

Interviewer: [00:28:36] Okay, and what about "rented or leased an abode for a period of 30 days," etc. What would you...

Allison: [00:28:43] That would just--proving that you live there.
Interviewer: [00:28:45] Yes but what would you have to provide as evidence?

Allison: [00:28:48] Uh, maybe some mail with that address on it.

Interviewer: [00:28:50] Okay, uh, "purchased an abode at the address listed."

Allison: [00:28:57] Um, I don't know. That's kind of unclear. (Inaudible) so you would, um, so--"abode." I don't know if I've ever heard that word before, but I'm assuming it means like a house or a condo or something like that. So you purchased a property. Um, and then "obtained a New Hampshire resident...(inaudible)." That would just be like, you uh, you have a driver's license.

Interviewer: [00:29:28] Okay, and what about the next one, "Enrolled a dependent minor child?"

Allison: [00:29:38] So that means you have a child and they go to the school that you live in and...

Interviewer: [00:29:43] And what would count as evidence?

Allison: [00:29:45] Um, that your child goes to that school?

Interviewer: [00:29:51] Yup.

Allison: [00:29:51] Um, maybe a letter from the school, or, I don't know. You have to fill out paperwork every school year so, something like that.

Interviewer: [00:30:05] And so of all of these things, just you yourself, which one do you think you're most likely to provide if you were to register to vote and needed to fill this out?

Allison: [00:30:21] I don't rent or lease, um. Your driver's license, um, that would be pretty easy. Yeah, I guess driver's license (inaudible).

Interviewer: [00:30:49] Okay, so um, this--and I think I mentioned earlier--if you didn't bring the appropriate document with you...

Allison: [00:30:59] Right

Interviewer: [00:31:00] ...they would give you this form...
Allison: [00:31:06] Right

Interviewer: [00:31:07] ...to figure out which of these things...

Allison: [00:31:06] Right

Interviewer: [00:31:08] ...would count. All right and what about, so then, uh, here. Identify the address on the form as your physical address on--what are these other bullets?

Allison: [00:31:21] Um, so can you say that (inaudible). You want to explain like what...

Interviewer: [00:31:28] Yeah, just wha-, what are, what is this list for, what...

Allison: [00:31:31] Okay, identify the address. So you have to make sure that the address you’re providing is also the same that your like--when you do your taxes, any utility bills or um, that the address that you’re providing is the same as for everything else.

Interviewer: [00:31:56] And would you, would you have to provide--how many of these or would you have to provide any of these in addition to the bullets in uh, ahead? Excuse me, ...

Allison: [00:32:07] Yeah

Interviewer: [00:32:08] ...above.

Allison: [00:32:14] You said would you have to provide or...

Interviewer: [00:32:18] Yeah, so we have the first set of bullets...

Allison: [00:32:18] Yeah

Interviewer: [00:32:18] and you said you have to have one of those. Do you also have to have one in the second list under, "identify this address?"

Allison: [00:32:27] It doesn’t say so, I wouldn’t, so I wouldn’t assume so.

Interviewer: [00:32:30] Okay

Allison: [00:32:30] Um, I think that’s more of like, a checklist for yourself to make sure that you’re not like, I dunno [sic], you’re just making sure that your address is actually your address.
Interviewer: [00:32:52] Okay, so now let's continue on and the next paragraph, "If you have no other proof," so if you could read that...

Allison: [00:33:02] Okay

Interviewer: [00:33:02] ...and then put that in your own words. How would you explain what that means?

Allison: [00:33:19] So it's just saying if you have no proof of saying that that's your residence, like if you, if you like own the property but your name isn't on the mortgage or whatever and you didn't have any way to prove, uh, you'd have to have them write the letter that you live there.

Interviewer: [00:33:40] Okay and who would them be?

Allison: [00:33:42] Um, it would be, it just, it doesn't specify. It just says another and um, it just says that whoever so, whoever manages that property...

Interviewer: [00:33:57] Okay

Allison: [00:33:59] And I'm just reading what it says.

Interviewer: [00:34:02] (Inaudible)

Allison: [00:34:02] (Inaudible) It says, "Whoever manages that property"...

Interviewer: [00:34:03] Okay, and who would that, I mean, it--so in order to do that...

Allison: [00:34:06] (Inaudible)

Interviewer: [00:34:09] ...who would that, who could that be?

Allison: [00:34:09] So like a landlord.

Interviewer: [00:34:11] Okay. All right. Let's try one more sentence. Remember, I'm not testing you. [Laughs]

Allison: [00:34:20] [Laughs]
Interviewer: [00:34:22] All right, so let's look at the next sentence right below it. So how would you explain that information to a friend?

Allison: [00:34:37] So um, you have to return it within 10 days of the election. Um, yeah, I mean I think that's it.

Interviewer: [00:34:55] Okay

Allison: [00:34:55] And deliver it to the Town Office.

Interviewer: [00:34:56] And "Verifiable action of domicile" form, what is--what does that mean?

Allison: [00:35:02] Um, it means the name of a document but, it's just verifying that that's where you live.

Interviewer: [00:35:09] Okay. Good. So from that information where do you send the proof of where you live?

Allison: [00:35:21] Um, I would send it to the town that you're registering in. Um, yeah because you're--it's based on the number of hours you're open so we would send it to the Clerk's Office.

Interviewer: [00:35:38] Okay, and is there, uh an address on that form, the uh, Clerk's Office?

Allison: [00:35:45] No, you'd have to figure that out on your own, I think.

Interviewer: [00:35:45] Okay. And um, so do you have any suggestions uh, we'll go back to the registration because I forgot to ask you on that one, but do you have any suggestions for ways that this document could be made easier for people to understand?

Allison: [00:36:07] Yeah, I think that providing directions as to um, yeah, directions as to like what to check off and also headings that would separate these boxes from these, um. I don't know maybe like the older words...

Interviewer: [00:36:22] Okay

Allison: [00:36:22] ...certain things that are like, you know like 30 days and are like, 10 days and stuff like that.

Interviewer: [00:36:29] Okay, whatever was considered to be important.
Allison: [00:36:32] Right

Interviewer: [00:36:33] Okay

Allison: [00:36:33] The (inaudible) information and yeah, like, maybe have headings or (inaudible) directions as to what to check off.

Interviewer: [00:36:40] Okay, did you find it can uh, did you find it um, easier--confusing to know what to do as you, as you were going through that?

Allison: [00:36:48] A little bit confusing. I mean if you sit down and look at it, it's not too hard. But I think, you know, when you're quickly looking at it you're like, "Oh, like what do I do?" and it's a little overwhelming, so...

Interviewer: [00:37:01] Okay. All right. Great. Um, so let's go back to, excuse me, this one...

Allison: [00:37:09] Okay

Interviewer: [00:37:10] ...if you remember. [laughs]

Allison: [00:37:11] [laughs]

Interviewer: [00:37:12] So do you have any suggestions on either side of how to make this also easier to understand?

Allison: [00:37:20] Yeah, I mean on this side, I would say like...

Interviewer: [00:37:24] This is page two.

Allison: [00:37:24] ...right. Um, like a direction like either, um, "check one of the following," or you know, "check if you agree" or something like that so people know that, you know, if they need to initial both or just which one applies and...

[10-second pause]

...yeah I think that would be it for that. Then, um,...

Interviewer: [00:37:59] This is page one.

Allison: [00:38:02] Yeah
Interviewer: [00:38:02] On the registration form.

Allison: [00:38:04] I mean honestly I think having like, like almost like a word key like, um, like for the general public like, "domicile" and then provide a definition or like, "naturalized" and have a definition on the side...

Interviewer: [00:38:20] Okay

Allison: [00:38:20] ...uh, or like a footnote on the bottom...

Interviewer: [00:38:22] Okay

Allison: [00:38:22] ...just so that everyone's on the same page.

Interviewer: [00:38:24] Okay. Cause [sic] I noted later you didn't know, you had never heard the word, "abode".

Allison: [00:38:29] Right, or that would be one too, yup.

Interviewer: [00:38:31] Right. Okay. All right, well, thank you.

Allison: [00:38:35] Yup

Interviewer: [00:38:36] That's great. This was uh, a very good interviewer. Thank you very much.

Allison: [00:38:40] Okay, thank you.

Interviewer: [00:38:41] Okay let me, oh, would you do me a favor and just put your first name on here? Okay and I'll walk you out.

Allison: [00:38:53] Okay

Interviewer: [00:38:53] Thank you.

Allison: [00:38:54] Yeah.

[End of recorded material]
Interviewer: [00:00:01] Nice to meet you. Thank you for coming in.

Aryn: [00:00:03] All right.

Interviewer: [00:00:03] We call this the (inaudible) room.

Aryn: [00:00:05] Yeah, feels like it. [Laughs].

Interviewer: [00:00:07] There is someone right here.

Aryn: [00:00:07] Yeah, I noticed.

Interviewer: [00:00:08] Okay. So my partner, Deb (inaudible) taking notes over there. She's the only one in there.

Aryn: [00:00:12] Um-hm.

Interviewer: [00:00:12] Um, and our conversation is being recorded.

Aryn: [00:00:17] Okay

Interviewer: [00:00:17] Um, I really appreciate you coming in to answer these questions. I'm going to ask you-- a-, ask you a list of questions about two pieces of information that people need to be able to register to vote.

Aryn: [00:00:27] Okay

Interviewer: [00:00:27] Okay, I'm absolutely not trying to see what ability you have. I just want to evaluate the information.

Aryn: [00:00:35] Okay.

Interviewer: [00:00:36] So, to practice, this is what we do. Here's a menu, okay? So, let's say somebody wanted to improve this menu, they might want to see whether people could easily find what they're looking for, okay? So, how much does potato skins cost?

Aryn: [00:00:52] So, it's on here?

Interviewer: [00:00:52] Yes.

Aryn: [00:00:56] Uh, $6.99.

Interviewer: [00:00:57] So, great. So, the menu is structured in a way that people can easily find the price.

Aryn: [00:01:02] Mm-hmm

Interviewer: [00:01:02] So, now we're going to do that with some pieces of paper to see whether or not people easily understand this information about voting.

Aryn: [00:01:09] Okay
Interviewer: [00:01:09] Okay, so as we go, you can feel free to make any kind of comments you want or ask any kind of questions. Um, all right, so let's see here. Imagine that you are reading these at the place where you go to register to vote or on Election Day...

Aryn: [00:01:25] Mm-hmm

Interviewer: [00:01:25] ...when you're registering to vote on Election Day, okay? Or, maybe if you're at home trying to gather up the proof of where you live, okay, in or to um, register to vote.

Aryn: [00:01:36] Right

Interviewer: [00:01:37] Okay, so I have a list of questions. Do you a question for me before we start?

Aryn: [00:01:42] [laughs]. No, I don’t think so.

Interviewer: [00:01:43] Okay. All right, so the first questions are sort of about the process for um, voting and they're not about the materials, okay?

Aryn: [00:01:50] Okay

Interviewer: [00:01:50] So, the first question is: have you ever been registered to vote?

Aryn: [00:01:52] No

Interviewer: [00:01:53] Okay. Great. Has anyone ever told you, or do you know about a website that gives you information about registering to vote?

Aryn: [00:02:01] No

Interviewer: [00:02:01] Okay. Um, what would you think would count as appropriate identification to register to vote?

Aryn: [00:02:07] Um, state I.D.

Interviewer: [00:02:09] Okay. Um, would you take time off to register to vote and to vote?

Aryn: [00:02:16] Probably not.

Interviewer: [00:02:17] Okay. Um, then I'll skip my next question...

Aryn: [00:02:21] [laughs]

Interviewer: [00:02:21] ...about how much time you would be willing to give.

Aryn: [00:02:23] Okay

Interviewer: [00:02:24] Okay, I appreciate that. I just want your straight answers. Um, okay. So, if you decide to register to vote, you may register 30 days before the election at the Clerk's Office.

Aryn: [00:02:35] Mm-hm.
Interviewer: [00:02:35] Okay? If it's closer to 30 days before the election, you can register where you go to vote. And this is the form that you fill out if you want to register either 30 days before or on the day of the election, okay? So don't read it, but just glance at both sides. Okay?

(papers shuffling)

Aryn: [00:02:55] Okay

Interviewer: [00:02:55] Does this form look easy or difficult to fill out?

Aryn: [00:02:59] Pretty easy.

Interviewer: [00:02:59] Okay. Now look just a little bit closer without reading the whole thing. Which parts look hard, if any?

Aryn: [00:03:07] Um...

Interviewer: [00:03:09] /On the back.

Aryn: [00:03:10] /On the right side.

Interviewer: [00:03:11] The right side...

Aryn: [00:03:12] Here. I don't know why, it just seems like it would.

Interviewer: [00:03:14] Okay

Aryn: [00:03:16] Um, none of it looks too hard, it just seems like a lot of reading that people don't take the time to actually do.

Interviewer: [00:03:26] Okay. Um, how long do you think it might take you to fill out this form so you could register and then vote?

Aryn: [00:03:33] Probably, uh, 10 minutes.

Interviewer: [00:03:35] Okay. All right. Okay. I would like you to read through it and now, okay...

Aryn: [00:03:46] Mm-hm.

Interviewer: [00:03:46] ...and now comment as you read. So you're kind of thinking aloud.

Aryn: [00:03:50] Okay, so basically /just

Interviewer: [00:03:51] /Okay

Aryn: [00:03:51] /going, like reading one through whatever?

Interviewer: [00:03:55] Mm-hm.

Aryn: [00:03:55] Um, everything's pretty straightforward. Um, [12 second pause] [laughs] I don't know what I'm supposed to be commenting.

Interviewer: [00:04:21] Well, something made you laugh.
Aryn: [00:04:22] I was just thinking about, you know, what I'm actually supposed to be thinking about and saying at the same while /I'm

Interviewer: [00:04:28] /Okay

Aryn: [00:04:28] reading it. I'm not really too sure. Um, everything is pretty straightforward.

Interviewer: [00:04:36] Okay, and can you turn it over?

(papers shuffling)

Aryn: [00:04:49] Domicile? I'm not really too sure what that means, but (inaudible)—without making an educated guess what it means.

[12 second pause]

I'm more just skimming the page.

Interviewer: [00:05:17] Rather than reading it?

Aryn: [00:05:17] Yeah. I think that's what I would do if I was actually reading it in person. Uh, looking for key words is kind of what I do. I look for key words like, what is this, uh, line mean? Probably, my initials and I don't really care about the rest of it, so I just skim through it.

Interviewer: [00:05:32] Okay

Aryn: [00:05:32] All right. Um, it's like fine print. [6 second pause] Okay.

Interviewer: [00:05:51] Okay, um, would you feel comfortable at this point signing /that--

Aryn: [00:05:58] /[Laughs]

Interviewer: [00:05:58] Read this part right here, and tell me whether you would feel comfortable signing it /after reading

Aryn: [00:06:02] /[Inaudible]

Interviewer: [00:06:03] /It.

Aryn: [00:06:04] (Inaudible) I mean, I would feel confident that I'm eligible to vote so, I'd sign it.

Interviewer: [00:06:21] Okay

Aryn: [00:06:21] Okay

Interviewer: [00:06:22] All right. Back to actually reading, /okay?

Aryn: [00:06:25] /Yup, okay.

Interviewer: [00:06:25] So, at the top of the page here...

Aryn: [00:06:30] Yup
Interviewer: [00:06:30] There are these two sections with these lines, okay?

Aryn: [00:06:30] Mm-hmm

Interviewer: [00:06:30] What would you do, you--you personally, okay--having read all this, what, what would you do right here at the top of the page?

Aryn: [00:06:39] Right here?

Interviewer: [00:06:40] Mm-hmm, both of these with the lines...

Aryn: [00:06:44] (Inaudible)

Interviewer: [00:06:45] ...so, looking at this whole section...

Aryn: [00:06:45] Right

Interviewer: [00:06:45] ...okay, what would you do if you read all of that, then what would your action be?

Aryn: [00:06:50] You want me to read it all right now?

Interviewer: [00:06:51] Yes

Aryn: [00:06:52] Okay

[54-second pause]

Um, if I didn't have the valid credentials. So, if I didn't like have my I.D., I wouldn't sign it, right? Assuming I didn't have evidence of my address I wouldn't sign it.

Interviewer: [00:08:14] Okay

Aryn: [00:08:14] Right? [Laughs] That's like, I know there's no like, right answer but if I didn't have my proof of residency then I wouldn't sign it.

[16-second pause]

[Laughs] Not 100% what "domicile" means, uh, but I don't have -- if I didn't have my I.D., I wouldn't sign it.

(phone rings)

Interviewer: [00:08:48] Okay. So, are you saying you wouldn't sing the form?

Aryn: [00:08:51] I wouldn't have to sign my initials here.

Interviewer: [00:08:53] Okay. All right.

Aryn: [00:08:54] Uh

Interviewer: [00:08:55] Okay, new question.
Aryn: [00:08:56] Okay
Interviewer: [00:08:57] Let’s say you registered two weeks ago, but then you moved. /Okay?
Aryn: [00:09:01] /Yup
Interviewer: [00:09:01] now if you have to prove where--what address is yours now /in order
Aryn: [00:09:07] /Mm-hmm
Interviewer: [00:09:07] to vote, which address would you have to prove?
Aryn: [00:09:09] My current...
Interviewer: [00:09:10] Okay
Aryn: [00:09:10] ...address.
Interviewer: [00:09:13] Okay. Um, let’s see here. We’re going to move to a different form.
Aryn: [00:09:20] Okay
Interviewer: [00:09:20] We’re done with this one.
Aryn: [00:09:21] All right.
Interviewer: [00:09:28] Okay, if you register to vote at the polling place on the day of the election...
Aryn: [00:09:32] Mm-hm
Interviewer: [00:09:32] ...and you have not brought any prove of where you live, and they give you this form.
Aryn: [00:09:37] Okay
Interviewer: [00:09:37] Okay? So, take a look, but don’t start to read it, okay? Just tell me what do you think the title of this form means?
Aryn: [00:09:51] I wish I knew what domicile---domicile means in that, um, [9 second delay] -- would I have proof of residency? I don’t ha-, I don’t know. I don’t have proof of residency.
Interviewer: [00:10:10] Okay. /Um
Aryn: [00:10:11] /cause [sic] I was signing this paperwork cause [sic] I didn’t have my proof...
Interviewer: [00:10:15] Mm-hmm
Aryn: [00:10:16] That’s what I would think.
Interviewer: [00:10:17] Okay. Um, when you look, just sort of glancing over this document...
Aryn: [00:10:21] Mm-hmm
Interviewer: [00:10:21] ...before you read it, does it, does it look easy or difficult to understand?
Aryn: [00:10:27] Um, it looks kind of difficult.
Interviewer: [00:10:32] Okay. Now, I would like you to read the whole thing, /okay?
Aryn: [00:10:35] /Okay
Interviewer: [00:10:35] Just like you did before.
Aryn: [00:10:37] Right
Interviewer: [00:10:37] Just say out loud whatever comes into your head as you’re reading this.
Aryn: [00:10:40] Okay

[11-second pause]

[Laughs] I think domicile means residency. Proof of where you live. [1 minute, 19 second pause] Okay, so basically it's just if I didn't have anything that they could, uh, that they couldn't identify me with, they could just look it up by looking at any of the things I checked off is what I would assume.

[39-second pause]
Okay, read through it all.

Interviewer: [00:13:17] Okay, thank you. Um, so do you mind going back through it again...
Aryn: [00:13:23] Yup
Interviewer: [00:13:23] ...another time with this in your hand...
Aryn: [00:13:26] Okay
Interviewer: [00:13:26] ...and highlight any words or entire sentences or entire paragraphs that you found confusing---that you, you know, you /think
Aryn: [00:13:37] /Right
Interviewer: [00:13:37] they could be improved. They don’t have to be that confusing.
Aryn: [00:13:42] I mean, I really don’t know what this abbreviation is, I’m sure...
Interviewer: [00:13:47] Okay, everything like that, that is at all confusing, this...
Aryn: [00:13:50] Just that. [Laughs]
Interviewer: [00:13:52] Well, I think you said the word "domicile".
Aryn: [00:13:54] Right. I was gonna [sic], I saw that right there, too. I was gonna [sic]...
Interviewer: [00:13:56] Okay
Aryn: [00:13:56] ...highlight it. So should I just highlight all of them?
Interviewer: [00:13:59] Yeah
Aryn: [00:13:59] Like, even, like (inaudible) a couple times. Um, domicile. Every time domicile comes up?

Interviewer: [00:14:05] No, that's okay.

Aryn: [00:14:06] Okay

Interviewer: [00:14:08] If you don't mind just reading back through so you don't miss highlighting /anything

Aryn: [00:14:11] Okay

Interviewer: [00:14:11] that was confusing.

Aryn: [00:16:03] (Inaudible) I got it.

Interviewer: [00:16:04] Okay

Aryn: [00:16:04] I /just

Interviewer: [00:16:04] /Thank you.

Aryn: [00:16:04] didn't really know what those words meant...

Interviewer: [00:16:07] Right

Aryn: [00:16:07] ...what forms those are.

Interviewer: [00:16:09] Okay, thank you.

Aryn: [00:16:09] So I wouldn't have been able to like go back and back check with it where...

Interviewer: [00:16:13] Uh-huh. Okay, thank you. Okay, so there are five lines here...

Aryn: [00:16:19] Mm-hm

Interviewer: [00:16:19] ...right? For each one of those what could you use to prove where you live, okay? So, you took these right here.

Aryn: [00:16:27] Right form?

Interviewer: [00:16:29] Um, no. What could a person use, okay? So, go down the list and tell me for each one what could they use.

Aryn: [00:16:42] Hm.

[9-second pause]

Do you have a pen?

Interviewer: [00:16:51] Okay

Aryn: [00:16:54] [Laughs] I think I, I thought I understood it, but now like reading it again, "establish residency as set forth in (inaudible) institution of learning the address on the voter registration form." So I thought it was like, proof of, uh, enrolling in school. Not
really too sure why or if it's true or not, but, "Establish residency". So I guess I should probably highlight that, because I didn't get it at first.

Interviewer: [00:17:23] Okay

Aryn: [00:17:30] [Inaudible] Would it be a lease agreement like a--wouldn't both of them be the same thing? I've never leased a house or an apartment so [laughs], I'm not really 100% sure. "Rented or leased a house for a period of more than 30 days to include time (inaudible)." Oh, so like---gotta [sic] have proof of my last residency and this is the new uh, residency. [Laughs] You're not going to answer my questions.

Interviewer: [00:18:20] No, but I appreciate you do-, doing this.

Aryn: [00:18:23] Okay, "Obtain a New Hampshire resident (inaudible) or registration." I'm just gonna [sic] s-, I'm gonna [sic] go ahead and say that what I just said and, "an old residency lease and new one--or a new one." Um, my vehicle's registration. And uh, not really too sure what you would show, I'm not really sure what you would get if you enrolled a child in school.

Interviewer: [00:19:11] Okay

Aryn: [00:19:12] I don't know if you get like a [laughs] like, a form or something. I'm sure that what it is.

Interviewer: [00:19:21] Okay, that's the last one, right?

Aryn: [00:19:22] Yeah.

Interviewer: [00:19:22] Okay. Thank you. All right, so now I want you to um, look at this paragraph right here, okay, and imagine you'd have to explain it to somebody in your own words to help them understand and try to restate this in your own words for me, okay?

Aryn: [00:19:36] This paragraph?

Interviewer: [00:19:37] This one right here that starts /with

Aryn: [00:19:38] /Okay

Interviewer: [00:19:38] "If, if you have." [inaudible]

Aryn: [00:19:40] So if you have no other way of verifying who you are, where you're from, uh, then you have these, you have to fill out underneath and if you lie on it [laughs] then it's gonna [sic] be voting fraud. I don't know what happens. I'm sure it's not good. [Laughs]. I would say you just can't vote. I'm not if it's like really crazy legal. I would advise them not to lie on that part...[Laughs]

Interviewer: [00:20:46] Okay

Aryn: [00:20:46] ...to write who they actually are.

Interviewer: [00:20:50] Okay. Um, we're going to do this again with this next (inaudible)...
Aryn: [00:20:57] Okay

Interviewer: [00:20:57] ...that starts "This verifiable action", okay? So, if you'll read it and think about how you'd explain it to help someone understand it. Explain it in your own words.

Aryn: [00:21:39] This proof of who you are uh...

[16-second pause]

This is just basically where to deliver the information.

Interviewer: [00:22:05] Okay, so if you're explaining it to someone...

Aryn: [00:22:08] Yeah

Interviewer: [00:22:08] ...who doesn't have an understand it, you would tell them...

Aryn: [00:22:10] Yeah, to fill this out and send it in before—within 10 days of the election or within 30 days of the Clerk's Office. That's basically what I would just tell them.

Interviewer: [00:22:21] Okay. Thank you. Uh, okay, so, well—you answered that question. Where do you send the proof of where you live?

Aryn: [00:22:32] Clerk's Office

Interviewer: [00:22:32] Okay, and how soon do you have to send it?

Aryn: [00:22:35] Uh, within 10 days—of the election or within 30 days if the Clerk's Office isn't open. Oh, okay—by mail you have 10 days to do it in person or by mail or within 30 days if the Clerk's Office is open from—I don't even know that that means. (Inaudible) Oh, okay. You have, you have to do it by mail or in person within 10 days of the election or you can do it 30 days before the election. Does that make sense? /[Laughs]

Interviewer: [00:23:29] /[Inaudible]

Aryn: [00:23:29] /[Laughs]

Interviewer: [00:23:30] I appreciate you giving me...

Aryn: [00:23:31] Okay

Interviewer: [00:23:31] ...all this help with this.

Aryn: [00:23:34] Great

Interviewer: [00:23:34] /[Inaudible]

Aryn: [00:23:34] /[I hope it's helping you.]

Interviewer: [00:23:36] /Yes

Aryn: [00:23:36] /[Laughs]

Interviewer: [00:23:37] Okay, um, where would you find the address of where to mail the form or where to go to give it to?

Appendix 10, page 0031
Aryn: [00:23:55] Hmm

[9-second pause]

Is it on—okay. I'm sure it's an easy question.

[13-second pause]

All right, I would go on—is it on here? I would look on—I would just Google it. Look at your Clerk's Office and see what the address is.

Interviewer: [00:24:33] Okay

Aryn: [00:24:34] That's what I would thought [sic] there was more to this question.

Interviewer: [00:24:36] Thank you very much. Okay, do you have any suggestions for making this document easier for people to understand?

Aryn: [00:24:49] Well, not really. I mean, I just feel like this is anything that's legal /you know,

Interviewer: [00:24:58] /Mm-hmm

Aryn: [00:24:58] you know, anything that's an importance has—should be written out like this. You can't really like, dumb it down for people like me who don't know what domicile means.

Interviewer: [00:25:08] [Laughs]

Aryn: [00:25:08] [Laughs] Uh, I would like to just figure it out myself and it doesn't seem that hard nowadays. Just throw your phone out and search it online.

Interviewer: [00:25:19] Okay. Okay. Fair enough. I think those were very useful answers. I really appreciate that.

Aryn: [00:25:26] Yup

Interviewer: [00:25:28] And, I think we are done now.

Aryn: [00:25:30] All right.

Interviewer: [00:25:31] Yup

Aryn: [00:25:31] That's it?

Interviewer: [00:25:32] That is it.

Aryn: [00:25:32] Okay

Interviewer: [00:25:33] I really appreciate you /coming in.

Aryn: [00:25:34] /What does domicile mean?

Interviewer: [00:25:36] Uh, your address where you live.

Aryn: [00:25:37] All right, I thought so.
Interviewer: [00:25:38] Yeah
Aryn: [00:25:38] The whole time I was just second guessing myself.
Interviewer: [00:25:40] Yeah. Thank you so much.
Aryn: [00:25:42] Yeah, thank you.

[End of recorded material]
Caitlyn - Dec. 18, 2017 12:00 p.m.

Caitlyn: [00:00:00] I'm going to be psychologist so we have a /one way room

Interviewer: [00:00:04] /Oh well there you go.

Caitlyn: [00:00:05] At my school for research.

Interviewer: [00:00:04] /Oh, good you're okay then. I want to thank you for coming in.

Caitlyn: [00:00:08] No problem.

Interviewer: [00:00:09] especially in this cold weather. So my name is Deborah (B), I want to thank you for agreeing to be involved in this study. Uh, we are going to have you look at two different documents and then answer questions about the documents. But um, we are not testing you, we are testing how easily or difficult, difficult it is to understand the information on the documents. Okay?

Caitlyn: [00:00:34] Mm-hmm.

Interviewer: [00:00:36] So, it is not a test on your ability/

Caitlyn: [00:00:38] /[Laugh]

Interviewer: [00:00:38] We want your feedback on these documents. I am an independent consultant hired to test this information and there is a person over there, Rebecca Schwartz, who is taking notes. But she is the only person there. So as we go this at any time. Feel free to ask questions make comments. Um, I will guide you through what we call a "talk aloud", but that I will explain that to you in a few minutes.

Caitlyn: [00:01:07] Mm-Hmm

Interviewer: [00:01:07] We are going to record just audio and your only your first name will be associated on the transcripts.

Caitlyn: [00:01:15] Okay

Interviewer: [00:01:15] None of the other information I have about you other than I noticed you're an English major.

Caitlyn: [00:01:21] Psychology major

Interviewer: [00:01:21] Oh, Psychology—oh, well we will change that. None of that information will be on any transcripts or anything. Um, so in each case with the documents. You're going to be asked to find specific pieces of information to explain the information in your own words, then answer questions and then also talk about, um, either the clarity or the
confusion that you find in the material itself—okay? So there is no right or wrong answer it is really your opinion, your uh, your uh, view on clarity or confusion.

Caitlyn: [00:01:58] Mm-hm

Interviewer: [00:01:59] Uh, we want to know if the documents are written and designed in a manner that makes it easy for you to understand an-, and use. So um, so the, to set this up, and you’re not registered to vote? Is that correct?

Caitlyn: [00:02:13] No, I'm not.

Interviewer: [00:02:13] Okay, so we'd like your answers to be as if you were reading these. This is, has to do with voter information, so if you were reading these documents at a polling place, or let's say you decided you wanted to register to vote and it was Election Day. You can register on Election Day or 30 days before an election etc. there. But in this case primarily, I am interested your being at the place you're going to vote. Okay, and we want people who have never voted before because we want your reaction to this information

Caitlyn: [00:02:54] Absolutely

Interviewer: [00:02:54] Okay, do you have any questions before we begin?

Caitlyn: [00:02:56] Nope

Interviewer: [00:02:57] You're good?

Caitlyn: [00:02:58] (Inaudible) Yeah

Interviewer: [00:02:59] Okay, so let me ask you just a couple of questions about uh, process before I show you the document. Um, if you decided you wanted to register to vote, where would you go to find information about how to do it?

Caitlyn: [00:03:17] Um, to find information. Like Town Hall, Uh, like Town Hall has a lot of information on stuff like that. They have pretty much everything in Allenstown, so...

Interviewer: [00:03:30] Okay so you go there physically go there.

Caitlyn: [00:03:33] Mm-hmm

Interviewer: [00:03:34] Okay, um, did you know there is a website that would give you information about voting?

Caitlyn: [00:03:39] Mm-hmm

Interviewer: [00:03:40] You do?
Caitlyn: [00:03:40] Mm-hmm

Interviewer: [00:03:40] Okay, and um, what do you think counts as identification that you would need to have in order to register and then to vote

Caitlyn: [00:03:50] A license and a validated birth certificate of another form of identification.

Interviewer: [00:03:56] Okay, and would you take time off of work to register to vote and to vote on Election Day?

Caitlyn: [00:04:08] Um, I believe it depends on the job that I have. I know that the job that I have now, it's kinda [sic], she doesn't really like us taking days off/ so,

Interviewer: [00:04:14] /Okay

Caitlyn: [00:04:15] um, if it was a job that I am able to take days off then, most definitely.

Interviewer: [00:04:20] Okay, but currently you probably/

Caitlyn: [00:04:23] /wouldn't be able to.

Interviewer: [00:04:24] wouldn't be able to. Are you working full time or hourly?

Caitlyn: [00:04:27] Um, I was working full time, but now I am part time, since I am finishing school actually this week. But uh, /I will be...

Interviewer: [00:04:34] /Oh, congratulations.

Caitlyn: [00:04:34] ...oh, thank you, I will be starting full time again so...

Interviewer: [00:04:36] Ok, okay. All right.

Caitlyn: [00:04:37] Mm-hmm

Interviewer: [00:04:38] So, how much time would you be willing to spend to register and then vote on Election Day if you were given the freedom to use that time? How much time do you think you would be willing to give up to or to spend to register and vote?

Caitlyn: [00:04:57] Um, about maybe about four hours just to kinda [sic] get everything done, um, you know, maybe five hours just to research, then register. Then just go from there.

Interviewer: [00:05:10] All right, so let me give you um, so here is front and back. And so we will start on the front. Here is the form that you would fill out if you decided to register 30 days before the election.

Caitlyn: [00:05:28] Mm-hmm
Interviewer: [00:05:29] And you can register and it is front and back and you can register either at the Clerk’s Office or the day of the election, as I’ve mentioned. So without reading anything yet—visually does this look like it would be easy or difficult to read?

Caitlyn: [00:05:47] Easy

Interviewer: [00:05:48] Easy? Okay. And uh, there any parts that look like they might be difficult?

Caitlyn: [00:05:57] Um, [sigh] maybe the bottom half. Maybe a little difficult.

Interviewer: [00:06:04] Okay, where the...

Caitlyn: [00:06:05] Like, how like it states all this right here.

Interviewer: [00:06:11] Okay, so you’re pointing to the paragraphs /that

Caitlyn: [00:06:12] /The paragraphs.

Interviewer: [00:06:12] are below the information.

Caitlyn [00:06:14] Mm-hmm.

Interviewer: [00:06:14] Okay, so um, how long do you think it would take you to fill out this form?

Caitlyn: [00:06:22] Probably about 5 minutes.

Interviewer: [00:06:23] Okay, so let’s turn it on the back to-to make sure that you know there is, so, with both front and back.

Caitlyn: [00:06:32] Yeah, about five to eight minutes.

Interviewer: [00:06:36] Okay, five to eight minutes. All right, great. All right, so now what I would like you it to do what we call a uh, “Talk aloud”. Think out loud. We don’t have time to have you actually fill out the form. But I’d like for you to go through each of these statements that they’re asking. Each of these paragraphs and then as you’re reading, think aloud. So think about it as like when you go to a restaurant and so you look at a menu and you go, “Well you know, I don’t know if I want the steak. I had the steak last week.” And then you look maybe at the salad and you go, “Yeah, I probably should have some of that,” or I might think, “Wow, these prices are high.” But this is what I would be thinking as I am reading the menu. So if you would start up here, at-at anyplace as you’re reading, where your thoughts are a comment, I would like to hear those.

Caitlyn: [00:07:37] Comment on my reading? Okay, [Laugh] so just read like just the subheadings?
Interviewer: [00:07:41] Yeah, just to yourself. You just read them to yourself. But at any point, if you'd—if there is something you don't understand or if at some point you think ah, ther-, there is information you would like to know or...

Caitlyn: [00:07:55] Do you want me just to read these to myself.

Interviewer: [00:07:56] Yes/ to yourself.

Caitlyn: [00:07:56] /okay, yeah.

[6-second pause]

Okay here, I don't know how to pronounce that

Interviewer: [00:08:04] Ah, I think you're pointing to domicile.

Caitlyn: [00:08:06] Domicile, yeah.

Interviewer: [00:08:07] Okay, do you know what domicile means?

Caitlyn: [00:08:08] I do not.

Interviewer: [00:08:09] Okay

Caitlyn: [00:08:11] I mean, I may have a guess but...

Interviewer: [00:08:13] Okay

Caitlyn: [00:08:46] (inaudible)

Interviewer: [00:08:50] You know what, what “party affiliation” means?

Caitlyn: [00:08:54] Like, um, I can guess but not 100% sure.

Interviewer: [00:08:59] Okay. good. I don't mean good that's your answer.

Caitlyn: [00:09:02] [Laughs] Yeah, yeah.

Interviewer: [00:09:04] That's what I meant about talking aloud exactly. What about these two places to initial? Would you know which of these two you should initial or both?

Caitlyn: [00:09:25] Ah. Initial the first one.

Interviewer: [00:09:26] Okay

Caitlyn: [00:09:27] Mm-hmm

Interviewer: [00:09:38] Okay, just to clarify for the note takers. So you are now reading the paragraphs below the form.

Caitlyn: [00:09:44] Yup. Mm-hmm.

Interviewer: [00:09:48] And again talk out loud if there are words there are phrases.
Caitlyn: [00:09:55] Um, domicile...

[10-second pause]

Okay

Interviewer: [00:10:07] So what did that okay mean?

Caitlyn: [00:10:09] Um, domicile is that place to which, upon temporary absence, a person has the attention of returning.

Interviewer: [00:10:15] Okay, you answered my question

Caitlyn: [00:10:19] [laughs]

Interviewer: [00:10:55] So you’re reading penalty part now?

Caitlyn: [00:10:59] Yes, uh...

Interviewer: [00:11:03] How does th-, how does that section make you feel?

Caitlyn: [00:11:06] [laughs] I don’t-- that’s a little overwhelming [laughs]. That’s a lot of money [laughs]. Wow, so that’s a lot of money [laughs].

[16-second pause]

Okay.

Interviewer: [00:11:25] Okay so do you think that there are um, let me do it this way. Let me ask you for this first paragraph here: "I understand that a person can claim only one state..." etc. Can you put that in your own words? If you had to explain that to a friend, what would you say?

Caitlyn: [00:11:57] Put it in my own words, umm... Let me read this second part again.

[55-second pause]

It’s trying to explain that-- to have an understanding that a person may only claim one state and one state only. Um, and that...

Interviewer: [00:12:40] One state only for what?

Caitlyn: [00:12:42] Um, how can a word that-- [laughs]

[10-second pause]

So umm, as his or her domicile, is that how you pronounce it?

Interviewer: [00:12:56] Yes. Domicile.

Caitlyn: [00:12:57] Um, add a (inaudible)

Caitlyn: [00:13:01] Yeah, um, at time
Interviewer: [00:13:01] Okay, and so how would you define the word “domicile”?

Caitlyn: [00:13:07] Um, so a person like hasn't to me—I feel like it means if a person—a person who has been absent in let's just say New Hampshire.

Interviewer: [00:13:] Yeah

Caitlyn: [00:13:20] Um, you know temporarily that they can return and then, um, still might be able to register to vote?

Interviewer: [00:13:31] Okay, okay and um, how about this section right here? This, "If I have any questions as to whether I'm entitled to vote."

Caitlyn: [00:13:47] So I will put that on that one (inaudible)

Interviewer: [00:13:49] Yes

Caitlyn: [00:13:51] Okay, um...

[9 second pause]

So it is pretty much saying if um, I have any questions um, as to you know, concerning voting or anything about voting, um, there would be, um—I would be aware that there would be a supervisor um, supervisor of the checklist available um, to look and answer any of my questions or concerns.

Interviewer: [00:14:33] Okay, and when they say supervisor of the check list, do you know where you would find this supervisor or who that person might be /from

Caitlyn: [00:14:47] I'm not sure

Interviewer: [00:14:48] This information?

Caitlyn: [00:14:50] From this information, um, I could, I know I could possibly research on why—where to find the supervisor. But if I didn't know that um, I would believe it would be someone at Town Hall.

Interviewer: [00:15:08] Okay, again an-and then when it says, “of the checklist”, do you--what does this form indicate what the word “checklist” is referring to?

Caitlyn: [00:15:20] Um, I don't think so. I believe that, um, there is a specific form, um, as to what I need to know.

Interviewer: [00:15:29] Okay

Caitlyn: [00:15:30] Um, that they could give me to have a better understanding of umm, on how to vote...

Interviewer: [00:15:37] Okay

Caitlyn: [00:15:38] ...or could answer any of my questions

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Interviewer: [00:15:39] Okay and so then on the third, third question about this section where it says, “I acknowledge that I have read and understand the above qualifications for voting,” etc. Wou-, do you, is this d-, would you feel comfortable signing this? Do you feel that this information ab-, would allow you to read and understand it and therefore sign this?

Caitlyn: [00:16:07] Mm-hm.

Interviewer: [00:16:08] Okay. All right, could you highlight any areas or any, uh, there you go--any sections on this front page where you think someone might or where you perhaps had a little difficulty understanding what they were getting at.

[1 minute 18-second pause]

Okay?

Caitlyn: [00:17:26] Mm-hmm.

Interviewer: [00:17:27] All right, good now, ah, turn to the back and don't uh,--let's see, so now what I would like you to do is read from the top here to the bottom there. Doing the same thing, talking aloud, and you can highlight as you go maybe that would be/ helpful

Caitlyn: [00:17:49] /Mm-hm

Interviewer: [00:17:51] Highlight as you go wha-, whereas you think the information is confusing or you don't understand?

Caitlyn: [00:18:01] Okay

[7-second pause]

Okay, so the domicile word again [laughter].

Interviewer: [00:18:34] So what are you highlighting now?

Caitlyn: [00:18:36] Um, oh it says, “From which I participate in democratic self-government.”

Interviewer: [00:18:43] Okay, and don't forget it is “talk aloud”—to, if you can.

Caitlyn: [00:18:47] Mm-hmm

Interviewer: [00:19:03] So would that be things uh, uh, that you would think would be difficult?

Caitlyn: [00:19:09] Confusing

Interviewer: [00:19:11] Yeah, okay.

[1 minute, 28-second pause]

Okay, so if I asked you which of those two areas, by placing my initials, can you tell me, in your own words, what the first one is asking you and then what the second one is asking you?

Caitlyn: [00:20:59] [Laughs]
Interviewer: [00:21:10] And which would you, which or both would you initial

Caitlyn: [00:21:14] okay

[8-second pause]

So, um, by placing my initials here, it is acknowledging that I haven’t provided evis-, evidence. (inaudible) I can’t talk.

Interviewer: [00:21:33] That’s okay

Caitlyn: [00:21:33] It means um, it means like evidence of like um, still having a hard time understanding the domicile--domicile at this address, however, I feel like this one is just saying that um, that I have not presented evidence, um, being at that specific address.

Interviewer: [00:22:13] Okay

Caitlyn: [00:22:15] Um, and that I must either mail or present evidence at the Clerk’s Office um, to pretty much carry out my intent that I failed to present evidence. I felt that’s what it means to me.

Interviewer: [00:22:38] Then um, what happens if you don’t present that evidence?

Caitlyn: [00:22:43] Um

Interviewer: [00:22:45] In your own words what?

Caitlyn: [00:22:47] It would go to the Secretary of State.

Interviewer: [00:22:50] Okay and um, what about the second place where you put your initials? What does that say in your own words?

Caitlyn: [00:23:03] It’s just saying that I am aware of um, that I didn’t present any documentation /um, evidence

Interviewer: [00:23:13] /Okay

Caitlyn: [00:23:16] to my actions of carrying out um, as to why I didn’t present evidence.

Interviewer: [00:23:23] Okay, and what uh, what would happen then if you initial the second one?

Caitlyn: [00:23:31] Um, if I initialed it, I am acknowledging the fact I didn’t present the evidence.

Interviewer: [00:23:37] Okay and what, it says I understand the officials, that part of it, what other ac-, think other actions what do you think that might mean?

Caitlyn: [00:23:53] Um, that...

[14-second pause]

[Laughs] I forgot that word [laughs] now that I am rereading it again. Um...

[11-second pause]
So what that means to me is that um, I’m stating that I will not be mailing or delivering um, evidence to the Clerk’s Office. I just had to re-, reiterate my last statement.

Interviewer: [00:24:31] Yeah, sure.

Caitlyn: [00:24:32] Um, however it’s saying that um, that I understand and acknowledge um, that (inaudible) officials—I don’t know what they mean by “officials.”

Interviewer: [00:24:48] Okay

Caitlyn: [00:24:49] Um, so it’s hard to reword um, that sentence I am not sure, it’s kinda [sic] of, it’s a little vague on...

Interviewer: [00:24:57] Okay

Caitlyn: [00:24:58] What they mean by “officials.” Um, where that they will be sending stuff to um, my email or taking um, any other actions that they will provide

Interviewer: [00:25:09] Okay, and do they indicate what those actions might be?

Caitlyn: [00:25:13] Um, I do not see any actions on here.

Interviewer: [00:25:16] Okay um, all right let me see. Do you—is this form clear enough for you at this point to feel comfortable signing it?

Caitlyn: [00:25:31] Um, I am a little hesitant on signing it just because some of this stuff is a little vague and they don’t really explain as to um, what some of the words they are using. They don’t really explain what those words are/ and if

Interviewer: [00:25:47] /Okay

Caitlyn: [00:25:47] you know, any examples that would be helpful.

Interviewer: [00:25:49] Okay

Caitlyn: [00:25:51] For somebody who doesn't know.

Interviewer: [00:25:52] All right /good

Caitlyn: [00:25:53] /inaudible

Interviewer: [00:25:54] Um, let’s see. All right so I think that’s great. Thank you for the feedback Oh, do you have, so do you have any s-, s-, okay so you said your suggestions would be to explain some of the words and...

Caitlyn: [00:26:08] Just be a little more thorough um, in explaining the terms. I know if I have read other um, documents—state document—they give examples of what it means in parenthesis, so maybe that would be a little helpful.

Interviewer: [00:26:22] Okay. All right, that’s a good suggestion. So, I’m going to put your name just at the top. Okay, so now let me um, explain another part of this situation. So, if you go register the day of the election, there are people there who will be able to answer some
questions for you. Um, do you think that you would be likely to ask questions of someone who was there?

Caitlyn: [00:26:57] Mm-hmm.

Interviewer: [00:26:22] Okay, now also when you have this if you cannot prove where you live. Because I think you said earlier you would have your driver's license and...

Caitlyn: [00:27:10] Um, or and or like a um, a birth cert, like a valid birth certificate um, or some sort of um, valid identification

Interviewer: [00:27:19] Okay, and if they all, if they say you need to prove domicile. It just means you know where you live. Um, would you expect then that that driver’s license would be sufficient to prove where you live.

Caitlyn: [00:27:36] Um, I feel like if (inaudible) for where I live. I know some people can have different addresses like my old-- my old address I had on license for years, so that I turned twenty one. But I moved two years before that, so I would have to bring in another some sort of identification to prove if that was the case.

Interviewer: [00:27:57] Okay

Caitlyn: [00:27:57] Um, to prove I don't live at that address anymore.

Interviewer: [00:28:00] Okay. All right. So let's take a look at-- so if you're there and you didn't bring with you something that they would determine is appropriate, then they would give you this form and you would then have the opportunity to take this form home and then bring back, uh, proof of where you live. Okay so let--without reading off it-- let me just ask you to tell me what you think this title means.

Caitlyn: [00:28:38] Um, just verifying um, it just means verifying um, my current address.

Interviewer: [00:28:48] Okay

Caitlyn: [00:28:49] (Inaudible)

Interviewer: [00:28:50] Okay so now let's go through this, and let me ask you a few questions. So don't start reading. Um, so when you look at the document without even reading it, does it look easy or difficult for you to understand or to respond to?


Interviewer: [00:29:12] And what makes it seem like without reading much of it just the look of it?

Caitlyn: [00:29:19] Just the checklist seems a little difficult [Laughs].

Interviewer: [00:29:22] Okay, all right. So let's go through the various parts of it. So let's do the same thing we did before, then I'll ask you specific questions. Will you highlight any information?

Caitlyn: [00:29:37] (Inaudible)
Interviewer: [00:29:40] Would you go through at the beginning and then read thru and um, highlight anytime or any place where you think the information is uh, is n-, is not clear or is somehow confusing to you? Um, and then we'll talk about what the meanings are.

Caitlyn: [00:30:02] Okay

Interviewer: [00:30:08] And by the way, you would take this home so you would not have access to a clerk at the facility—the polling place, so this is something you would work on at home.

Caitlyn: [00:30:20] Mm-hmm

Interviewer: [00:30:21] Okay.

[23-second pause]

And again, feel free to out think loud as you're thinking about something you're reading.

Caitlyn: [00:30:49] Mm-hmm

[32-second pause]

(Inaudible)

Interviewer: [00:31:25] Why did you highlight that section?

Caitlyn: [00:31:27] I just feel like they didn't use a good choice of words and I--that's, feel (inaudible) little—should have been more clear about it.

Interviewer: [00:31:39] All right.

Caitlyn: [00:32:32] Hmm

Interviewer: [00:32:34] What's the "hmm" for?

Caitlyn: [00:32:36] Um, just didn't understand that word—oh, right there.

Interviewer: [00:32:41] Which word? Oh, "abode?"

Caitlyn: [00:32:42] Yeah

Interviewer: [00:32:54] So let me know when you get to the end here, and then I am going to ask you a couple questions before we go on.

Caitlyn: [00:33:13] To where you want me to—down here?

Interviewer: [00:33:14] No, just stop /at this...

Caitlyn: [00:33:16] /Oh

Interviewer: [00:33:16] ...you're fine, that's fine.

Caitlyn [00:33:18] (Inaudible) stuff
Interviewer: [00:33:19] Okay that's fine. So now, this is uh, a checklist of what you could provide as evidence. So it says “establish residence at an institution of learning at the address”. So, what do you think you would provide that would satisfy that requirement?

Caitlyn: [00:33:45] Um, could provide any um, I was going to say any mail first off. That's easy.

Interviewer: [00:33:55] Okay

Caitlyn: [00:33:55] Um, second off, any you know, any documents that you receive that you, you are a resident at that address. I feel that as if that you can provide that as proof of as to you live at that address.

Interviewer: [00:34:12] And what would that, what could that be? Could you give me some specific...

Caitlyn: [00:34:17] Um, any bills that you pay, mortgage, taxes...

Interviewer: [00:34:23] Okay

Caitlyn: [00:34:23] Um, anything that you file, um, any maybe, law document that you have that states that you do live /there

Interviewer: [00:35:19] /Okay

Caitlyn: [00:34:34] that you can provide.

Interviewer: [00:34:35] Okay, how about the second one, “Rented or leased an abode for a period of more than 30 days.” What do you think you can provide that wouldbe evidence?

Caitlyn: [00:34:47] If you rented a place in the town um, hm—that's a hard one. I never rented before, so I wouldn't know. [Laughs].

Interviewer: [00:34:57] Oh, okay. All right. How about the seco-, third one, “Purchased an abode at the address listed on your voter registration form?”

Caitlyn: [00:35:09] Not sure what that really means.

Interviewer: [00:35:12] Okay

Caitlyn: [00:35:12] Not sure how to answer that.

Interviewer: [00:35:14] Did you highlight? Do you...

Caitlyn: [00:35:16] I did the first three words.

Interviewer: [00:35:17] Yeah, yeah. Okay um, how about the next one, "Obtained a New Hampshire motor vehicle registration" etc.?

Caitlyn: [00:35:28] Um, that one kind speaks for itself.

Interviewer: [00:35:31] Okay

Caitlyn: [00:35:31] That you um, just kinda [sic] verify saying that you did, um, obtain a license through the state and/or registered your car as well.

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Interviewer: [00:35:41] Okay, so and then we will do the last one and I’ll ask you a question. “Enrolled a dependent minor child.” What would you bring to prove you have done that?

Caitlyn:  [00:35:54] Hmm

[9-second pause]

I gotta [sic] figure out [laughs] what kind of documents that she would have um, maybe the taxes that she filed she could possibly um, bring that in as identification saying that.

Interviewer:  [00:36:18] Okay, so of these five, how many do you have to provide to prove where you live?

Caitlyn:  [00:36:27] Um, how may you need /to

Interviewer:  [00:36:31] /Yes

Caitlyn:  [00:36:31] or should?

Interviewer:  [00:36:32] How many are you supposed to uh, so I--it’s how of these five ar-, a-, areas that they you use to establish where you live. How many do you have to show or have as evidence?

Caitlyn:  [00:36:50] Um, I want to say all, but honestly, I think you have to show just a few.

Interviewer:  [00:36:58] Okay, All right. All right, so let’s continue then for the rest. Then again highlight things--areas you think you don’t understand or you think are confusing.


[47-second pause]

You want me to stop right here?

Interviewer:  [00:37:59] Yup. Okay, so what do you think this information is? Tell me.

Caitlyn:  [00:38:06] Um, I feel like this one for this checklist, um, it was more--much more easier to understand. However, it’s just asking um, for each thing that is listed on either checklist. It is just listing if you provided or obtained in any of the things listed in the checklist.

Interviewer:  [00:38:32] Okay then do you know how many of those you need to provide as evidence?

Caitlyn:  [00:38:38] Um, I feel like that is as well only a few that apply.

Interviewer:  [00:38:45] Okay

Caitlyn:  [00:38:46] Mm-hmm

Interviewer:  [00:38:46] And so um, on the next paragraph, I would like you to read the next paragraph and then tell me in your own words what you think that means.

Caitlyn:  [00:38:56] okay
[55-second pause]

Caitlyn: [00:39:51] um for this one I-I feel like it is just saying if there is not other to verify um where you were living; um, and to claim um, your domicile address. It is saying you need a written document proving that you; um, a written statement I should say um, just saying that you committed um, voting fraud and false information.

Interviewer: [00:40:25] Okay

Caitlyn: [00:40:26] Um, and that you need some type of proof um, stating that um--so say like someone is listed on the document, but your name isn't listed on that document. You need proof as to um, that you live there with that person that is signed on the document.

Interviewer: [00:40:55] Okay and who would provide the proof?

Caitlyn: [00:40:58] Mm, I am not sure what they mean by um, signed by that person or his/her agent that manages the property. Um, I feel like it's if you're renting, I feel like it's the person who actually owns the house that you need verification from them that you do live there.

Interviewer: [00:41:22] Okay, um, the next sentence—yeah, go ahead and highlight that part so that...

Caitlyn: [00:41:30] Mm-hmm

Interviewer: [00:41:31] ...in the next sentence, uh, "This verifiable action of domicile form shall be delivered" etc. etc. And can you explain that as if you were explaining to a friend-- what is that telling you?

Caitlyn: [00:41:55] So this form um, this form should be delivered to um...

Interviewer: [00:42:02] This form meaning this /verifiable

Caitlyn: [00:42:03] /yes

Interviewer: [00:42:03] action domicile.

Caitlyn: [00:42:05] Yes

Interviewer: [00:42:05] Okay

Caitlyn: [00:42:06] It's just saying um, your address um, and your actual address along with the, a written statement um, or the other verifiable documentation stating you do live at this address. It should be delivered to um, the City Clerk at Town Hall.

Interviewer [00:42:33] Okay

Caitlyn: [00:42:34] Um, you can either by mail or in person 10 days um, prior to the election or 30 days if the Clerk's Office is open.

Interviewer: [00:42:48] Okay. All right, so um, does it say specifically where you send the proof?
Caitlyn: [00:42:56] It does not.

Interviewer: [00:42:57] Okay and how soon do you have to send it?

Caitlyn: [00:43:03] Um, 10 days (inaudible) election.

Interviewer: [00:43:05] Okay and uh, where do you find the address of where you mail it to?

Caitlyn: [00:43:15] Um, I believe, um, you can go online and see if there is information on the address where to send.

Interviewer: [00:43:31] Okay

Caitlyn: [00:43:32] This document as well as the verification that goes along with it.

Interviewer: [00:43:35] Okay but it's not listed on this...

Caitlyn: [00:43:37] Nope

Interviewer: [00:43:37] ...not listed. Okay so do you have any suggestions for making this document easier for people to understand?

Caitlyn: [00:43:46] Um, I would, I would list, you know, what the checklist--where they are if these applies to you. That I feel like may be a little bit easier for people who don't really know how to follow this one, to follow this one. It may be easier for them to understand. Um, cause [sic] it doesn't really state what you really need to check off here if it applies to you.

Interviewer: [00:44:12] Okay

Caitlyn: [00:44:12] It doesn't not kind of explain where to send it to but doesn't. It is a little vague as to where to send it to and how,

Interviewer: [00:44:28] Okay

Caitlyn: [00:44:29] I know it says you can do it by mail you can bring it in, but maybe then can explain it a little bit more.

Interviewer: [00:44:35] Okay, and so again, any other comments at all about this document?

Caitlyn: [00:44:43] Other than that, I feel like it is self-explanatory.

Interviewer: [00:44:48] Okay, thank you so much I appreciate it. And they have um, I think they give you a card out there, but I really appreciate your coming in today.

Caitlyn: [00:45:00] Yeah, absolutely.

Interviewer: [00:45:01] Today has been really helpful. And again, I am going to put your first name on here. So, have a great day /congratulations

Caitlyn: [00:45:10] /Thanks, you too.

Interviewer: [00:45:11] on graduating. Are you going to go on and get your Master's degree?
Caitlyn: [00:45:16] I am. Thanks again.

[End of recorded material]
Interviewer:  [00:00:03] Hi, I'm Deborah Bosley.

Chole:       [00:00:03] Chloe

Interviewer: [00:00:04] Chloe, nice to meet you. Um, I wanted to thank you for agreeing to meet with us today and sharing some of your time with us. I'm going to be giving you some information that is associated with registering to vote and another document, and I'm going to have you answer some questions about the information, and I'm an independent consultant hired to do this testing and in the back we have our note taker Rebecca Schwartz behind the Law and order. [Laughs]

Chole:       [00:00:42] [Laughs]

Interviewer: [00:00:43] So um, one thing to keep in mind: We're not testing you, I'm not testing how good a reader you are, I'm not testing your vocabulary. What I want from you is feedback on the ease or difficulty of some of this information, whether things are clear or confused, ideas you might have to make things simpler or maybe they need to left [sic] exactly the way the way they are, so you're giving us feedback on these documents.

Chole:       [00:01:16] Right.

Interviewer: [00:01:17] Okay, good. So there's no right or wrong answer. We just want to know if this information is clear. So uh, let me say a little bit about the, few, uh, preliminary questions and then we'll get to the actual documents itself. So um, you never voted before, is that correct?

Chole:       [00:01:39] Yes.

Interviewer: [00:01:39] Okay, so you've never registered to vote either?

Chole:       [00:01:40] No

Interviewer: [00:01:40] Okay. If you decided you wanted to, uh, what would you do to find out how to register to vote?

Chole:       [00:01:49] I would probably ask my parents, honestly.

Interviewer: [00:01:51] That's fine. I've heard that answer before, so, all right. And, um, have you heard anything about a website specifically designed to give you information about how to register to vote and how to prove where you live, etc.?

Chole:       [00:02:11] I have not.

Interviewer: [00:02:10] You have not. Okay. Um, so if you were going to register to vote and you can register and vote in New Hampshire on the same day, um, what do you think you would have to bring with you as the appropriate identification or information in order to register and vote?
Chloe: [00:02:35] Uh, probably like your license and your social security number.

Interviewer: [00:02:40] Okay.

Chloe: [00:02:41] Um, like, I feel like, (inaudible)...

Interviewer: [00:02:51] No, that’s fine. There’s no right or wrong answer. It’s just what you literally, what you think. Um, are you currently working?

Chloe: [00:03:01] Not currently because I work at an ice cream shop, and they’re out of season.

Interviewer: [00:03:05] Oh, okay. Ice cream. Oh, it should never be out of season. Um, so let’s say you were working, it was in season and you were working. Would you be willing, or uh, would you be willing to take time off from work in order to register and to vote? Would you be able to, let’s put it that way?

Chloe: [00:03:28] Yeah (inaudible)

Interviewer: [00:03:28] And how much time do you think it might take you?

Chloe: [00:03:34] I don’t know. If you can register and vote on the same day?

Interviewer: [00:03:38] Yes. Once you’re at the poll, not driving there, but once you’re there, how much time do you think?

Chloe: [00:03:44] I think it would only take me a day.

Interviewer: [00:03:46] A day, okay. All right. So, um, and would you be willing to take off that much time to vote?

Chloe: [00:03:53] Yeah

Interviewer: [00:03:54] Okay. All right, so let me start with some material that we’re going to be looking at. So, this is the registration form that’s two-sided. So without really reading it, I’d like you to just take a look at both sides and just say it, tell me visually if it looks like it would be easy to fill out, hard to fill out—medium.

Chloe: [00:04:23] Without reading it?

Interviewer: [00:04:25] Yeah, without reading it. Just, does it look like there’s...

Chloe: [00:04:32] Yup, it’s very like clear, like, where the lines are.

Interviewer: [00:04:35] Okay

Chloe: [00:04:36] Like where you need to sign and stuff.

Interviewer: [00:04:39] Okay, good.

Chloe: [00:04:40] Yeah, I would say so...
Interviewer: [00:04:41] All right. Um, so I'm going to ask you to do two things with this. We're going to work one side at a time. The first thing would be what we call, "talking aloud while you read." So I'll give you an example of how that, how that goes. So let's say we've gone out to a restaurant and we're sitting there and we're trying to figure out what to order and so I might be going "I really want French fries, but I just had some yesterday so I probably should get a salad," and so okay, salad. And then I might say, "Well, yeah I'd like a glass of wine should I get red, should get white," none of which you would never say out loud, right? But as you're reading the menu you're going to be thinking about these things, right?

Chloe: [00:05:31] Yes.

Interviewer: [00:05:31] So, if you can apply the same technique to this as you read it any comment you have about what you're reading would be helpful and also at the same time if there's any information on here, if there are words if there are sentences if there are phrases if there are paragraphs, um, and that you find confusing or that you think could be clearer then would you highlight?

Chloe: [00:06:01] Yes.

Interviewer: [00:06:02] So, can you do both for me?

Chloe: [00:06:04] Yeah, they should do this with the SAT testing. [Laughs]

Interviewer: [00:06:07] Yeah, I was a professor so I do know what you're talking about.

Chloe: [00:06:10] Yeah, um, okay.

Interviewer: [00:06:13] So, just start at the top and kind of work your way through this the way you feel you normally would and then talk to me as you're--you don't have to fill it out but--read it and then highlight anything that you think might be um, could be clearer or maybe confusing or that you don't understand.

Chloe: [00:06:38] Okay, so please print or type.

Interviewer: [00:06:41] You don't have to talk out loud.

Chloe: [00:06:42] Oh, I don't?

Interviewer: [00:06:43] No, here's what I mean. So, like when I did the example of the menu, you wouldn't be saying out loud "Gee, should I have red wine or white wine," but in your mind as you're reading, you would be thinking.

Chloe: [00:06:57] Yeah yeah yeah.

Interviewer: [00:06:58] So just talk about what you're thinking about as you're going through uh, this first page.

Chloe: [00:07:06] Okay

Interviewer: [00:07:06] Does this make sense to you?
Chloe: [00:07:08] Kind of, just the--cause I originally uh, I was reading like it like, out. I'd be like, last name include suffixes any, and then like, make like, say the comma if that was...

Interviewer: [00:07:21] Yeah, but you don't need to do the reading aloud part first. And then again highlight anything that you think is could be clearer.

Chloe: [00:07:35] They write this on everything but I mean I would kind of ignore it if I was doing this, but you could (inaudible) is that like, if you had two last names?

Interviewer: [00:07:46] I don't know. I mean I can't answer.

Chloe: [00:07:48] Oh, okay.

Interviewer: [00:07:49] But maybe you might want to highlight that because it's something you have a question about.

Chloe: [00:08:02] No idea what (inaudible) domicile?

Interviewer: [00:08:04] Domicile, yeah.

[1 minute, 53-second pause]

You remember you can highlight words, sentences, paragraphs.

Chloe: [00:10:03] Mm-hm. I don't think this is super important but (inaudible).

Interviewer: [00:10:21] Did you just highlight the word, "affidavit"?

Chloe: [00:10:26] (Inaudible)

Interviewer: [00:10:31] She shook her head, yes.

Chloe: [00:10:32] Oh, yes, I...

Interviewer: [00:10:34] I'm sorry, I forgot to tell you we're being recorded, so I need you to verbalize things. My fault.

Chloe: [00:10:52] So you want me to read out loud while I'm highlighting?

Interviewer: [00:10:56] Yeah, you read it out loud and then tell me what it was about it why you highlighted it.

Chloe: [00:11:01] Um, it says like, comma, and there must be domiciled in this ward/tow. And I'm not, I don't know what domiciled means.

Interviewer: [00:11:11] Okay.

Chloe: [00:11:13] And it's kind of confusing.

Interviewer: [00:11:15] All right.
Chloe: [00:11:38] Does it define it, I think it defines it right here, "A domicile is that place to which upon temporary absence the person has intention of returning." If that is the definition, they should put it like earlier.

Interviewer: [00:11:55] Okay, and so is there a common way that, how would you explain that to a friend?

Chloe: [00:12:01] Like, what it means?

Interviewer: [00:12:04] Yes, how would you explain it without using their words, what would your words use?

Chloe: [00:12:09] It’s like, I would say like, where you, um, what, what you consider yourself a resident of.

Interviewer: [00:12:17] Okay.

Chloe: [00:12:18] Or where you, where you are originally a resident of like, I grew up in Chester so that would be my domicile.

Interviewer: [00:12:25] So was that, is that Chester, New Hampshire?

Chloe: [00:12:29] But like, I go to school in Keen, I could vote in Keene, but Chester would be my domicile.

Interviewer: [00:12:35] Okay.

Chloe: [00:12:35] If I understand correctly (inaudible)

Interviewer: [00:13:38] I’m going to ask you a couple of questions. So I see that you highlighted something here in this next paragraph, “I understand that a person can claim’ so, what would that mean in your own words? So like, if you had to explain that paragraph to a friend, what would you say?

Chloe: [00:14:08] That you have to vote you can’t belong to two places to at once you have to, meaning like, a place of voting, like, you have to um, like, make known which place is the like, dominant one of the two.

Interviewer: [00:14:34] Okay.

Chloe: [00:14:34] And then you can only vote at that, that place.

Interviewer: [00:14:39] And um, let’s see. Is this information on here clear enough that you would feel comfortable signing this form?

Chloe: [00:14:49] Uh, I would say so, yeah.

Interviewer: [00:14:52] Okay. And what about this information down here did you notice this? Would you be able to explain what that means, too?

Chloe: [00:15:02] Just this section right here, down here? It’s basically just, I think it’s just yeah, telling you the consequences of voter fraud.
Interviewer: [00:15:14] Okay
Chloe: 00:15:20] Yeah
Interviewer: [00:15:20] Okay, all right. So, excuse me. Do you have any uh, let me ask you this, too. Do you have any suggestions for this front page, page one of the voter registration form?
Chloe: [00:15:36] Just the, the domicile definition...
Interviewer: [00:15:40] Okay
Chloe: [00:15:40] ...being like, earlier just because the whole like, if it shows up a couple times, you know, like, "Oh what the heck is this." Some people might skip ahead, but like it just, leave it blank but then I would get here and read the definition and be like, oh, what the heck?
Interviewer: [00:15:58] Okay, good. That's a good suggestion. Now, let's look at the second page. So, the second page you would read if you um, because you have to make statements about where you live, okay? So I'd like you to do something similar so let's start with very first paragraph "I understand", and if you would read that and then again explain in your own words that, that says and then we're going to go down to the other two places where you would have to...
Chloe: [00:16:35] Read it to myself?
Interviewer: [00:16:36] ...do some (inaudible), yeah. And again, highlight anything that you think could be clearer or that sort of stops because you go, "Oh, I'm not sure what that means," or whatever.
Chloe: [00:16:50] Okay.

[39-second pause]

It's just saying that you have to uh, like, if the address you put in is your domicile address then you have to either bring clarification that it is or you have to send it in prior to um, registration.

Interviewer: [00:17:50] Okay, prior to the registration? Okay. And then, so th-, that's giving you some information. How soon do you have send in the document?
Chloe: [00:18:04] 10 days.
Interviewer: [00:18:05] Okay, and which documents would you be sending?
Chloe: [00:18:11] Your um, I don't know what type of document it would be but something that proves that you're a resident of that town.
Interviewer: [00:18:20] Okay, and then in that uh, top line, the very first line, they use a phrase called, it says "democratic self-government."
Chloe: [00:18:34] I think I subconsciously skimmed over it, like, or just like, kind of went like, through and then out.

Interviewer: [00:18:47] Yup, that’s fine.

Chloe: [00:18:48] So yeah I guess I just cause it kind of makes sense if I don’t even like, include it, if that makes sense.

Interviewer: [00:18:56] Yeah, you mean if you just drop the words off they’re not necessary, but because they’re there, do you know what democratic self-government would mean in this context?

Chloe: [00:19:10] Um, I guess it just means like, your visit your um, like ability to have a say...

Interviewer: [00:19:20] Okay.

Chloe: [00:19:23] ...in the government.

Interviewer: [00:19:23] Okay. Uh, let’s see. So then, so now you’ve read the opening paragraph and then this um, next line by placing my initials next to this paragraph, so read that and then in your own words or highlighting whatever you may find. Let me, let me back up for a minute, so when you were reading this were you reading or were you skimming it?

Chloe: [00:19:56] This one?

Interviewer: [00:19:59] Okay, all right. So, read the second one and if you have anything to say as you’re reading it that would be great but also I want you to highlight and then afterwards we’ll talk about the meaning of that.

Chloe: [00:20:42] So, I think this one, you check this off if, if you haven’t presented um, evidence of like your domicile address.

Interviewer: [00:20:53] Okay

Chloe: [00:20:57] ...at the time of registration that you have, that you understand that you have 10 days after the election to send it in.

Interviewer: [00:21:05] Okay, and then the last part of that it says "And I have received the document produced by the Secretary of State that describes the items," etc. What document do you think that might be or how would you have received that?

Chloe: [00:21:23] That I didn’t quite understand. (Inaudible) oh, so maybe like they, they give you a uh, like a form at the, when you register that gives you um, uh that like, tells you what items you can use as evidence.

Interviewer: [00:21:52] Okay, great. All right, continue for the next two sentences and again put the meaning in your own words.

Chloe: [00:22:13] Um, so the first one is saying that the Secretary of State is gonna [sic] you a, or specifically send you a confirmation or like a, like a reminder to verify your address if you don’t do it within the time given.
Interviewer: [00:22:31] All right, and what about the sentence after that?

Chloe: [00:22:40] Um, it's saying that if you don't have any documentary events that you will, by initiating there, you will, you say that you understand, I guess.

Interviewer: [00:22:54] Okay, well then read this, the "by placing my initials next to that paragraph" and then tell me what that means as well.

Chloe: [00:23:29] So it sounds like there is another address involved. Like whatever their address is currently.

Interviewer: [00:23:37] Okay, so...

Chloe: [00:23:38] Or oath, signing it and mail it to the address on this form. I guess it could be the same address.

Interviewer: [00:23:44] The same address as what?

Chloe: [00:23:45] As their domicile. Their claimed domicile.

Interviewer: [00:23:48] All right and would you know, uh, whether you would initial both places or would you pick one?

Chloe: [00:23:57] You would click one, I believe.

Interviewer: [00:23:59] So let me ask you this, um, in the second one they have a phrase, "documentary evidence of actions carrying out my intent." Do you know what that phrase means?

Chloe: [00:24:13] Um, is it just like, like documentation that you tried to make it your domicile address?


Chloe: [00:24:36] That one's a little confusing.

Interviewer: [00:24:37] All right, so since you said that why don't we highlight that.

[11-second pause]

All right and would you feel comfortable signing the back of this form?

Chloe: [00:24:56] Yeah

Interviewer: [00:25:01] All right, so, now we're going to get to, as you mentioned the form that they give you that tells you about uh, proving where you live. So let me start with just the title and verifiable action of domicile. So what do you think the title means?

Chloe: [00:25:28] It just means that like this document will prove that your claimed domicile address is your domicile address.

Interviewer: [00:25:37] All right, good. So now I'm going to ask you to do very similar but then I will get more specific with certain elements in here, okay? So you're right as you said earlier
you would receive this where you’ve gone and you registered uh, you take this with you uh, because you need to figure out what documents are going to be appropriate and so the likelihood, so if you had questions about this document, what would you do to get your questions answered?

Chloe:  [00:26:10] Um, I guess you could ask like at the people that run the polling station or, wherever you’re registering or I mean, it’s probably online.

Interviewer:  [00:26:34] Okay, all right. So let’s start with this then. So read just the opening paragraph and then explain to me what this is saying and then what you’re supposed to do. You don’t have to yet read the bullets but what are you supposed to do after reading that paragraph. And then again, highlight words or phrases or if you have anything to say while reading please do so.

Chloe:  [00:27:35] So I think it’s just saying that like, it’s explaining what this document is and then um, it’s explaining that you need to, you only need to check off one of the bullets below in order to make it your domicile address verifiable.

Interviewer:  [00:27:59] Okay, so um, when you get to these items what action are you supposed to take?

Chloe:  [00:28:10] Like, I’m not sure what you mean.

Interviewer:  [00:28:13] Well, okay it says as you mentioned, "provide evidence that you’ve done at least one of the following." So what do you think for each of these, what do you think would count as evidence.

Chloe:  [00:28:29] Um, probably whatever it lists, like for this one, obtained a New Hampshire resident motor vehicle driver’s license. And then etc. And then to like, check off that one you’d have to like, have one of those things.

Interviewer:  [00:28:48] Okay, and what about the first one, "establish residency?"

Chloe:  [00:28:52] Uh, become a resident of the town, maybe? That you’re trying to vote in or the country or state or, I don’t know actually...(inaudible)

Interviewer:  [00:29:07] Okay, how about the second one, granted or leased, so let’s say you have done that. What would count as evidence.

Chloe:  [00:29:22] Like uh, you ask your landlord for like, the bills or something.

Interviewer:  [00:29:29] All right and how about, "purchased an abode at the addressed." Do you know what the word "abode" means?

Chloe:  [00:29:35] Yeah, it's like, yeah.

Interviewer:  [00:29:38] What does it mean?

Chloe:  [00:29:38] It's like, where you live.

Interviewer:  [00:29:40] Okay.
Chloe: [00:29:40] It's like, humble abode.

Interviewer: [00:29:43] [Laughs]

Chloe: [00:29:45] That's actually how I know it. So basically your house, I think.

Interviewer: [00:29:53] Yeah, so what would you provide as evidence?

Chloe: [00:29:59] Um, like, buyer's isn't there something called a buyer's uh, okay (inaudible). Just, uh, proof of purchase?

Interviewer: [00:30:16] Yeah, that's fine. Yeah, that's fine.

Chloe: [00:30:19] Um, and then you want me to do the enrolled one?

Interviewer: [00:30:25] Uh, yes.

Chloe: [00:30:29] Oh, okay, so proof that you have a child that's enrolled in school in the town.

Interviewer: [00:30:34] Okay, so let’s go back up to here to establish that you’ve engaged, provide evidence that you have done one of these things. So can you give any suggestions for um, well let me say how can I phrase this. Um, all right well let’s just leave it as, as is. So, you're right. You have to provide evidence that you've done one, only one of those things. All right, so now let’s go down, here’s the last bullet and then there's some sub-bullets there. So what do you think this information is about in these clear bullets?

Chloe: [00:31:33] So without having read the bullets yet?

Interviewer: [00:31:38] You can read the bullets. Yeah, sure.

Chloe: [00:32:23] So it’s just saying that...oh, it’s saying how, how you identify the address that you listed as your physical address.

Interviewer: [00:32:41] Okay.

Chloe: [00:32:40] then you have to check off which one that you used.

Interviewer: [00:32:45] Okay, and um, do you have to provide that evidence to anyone, or do you am-, I think I’m trying to interpret what you're saying. Do you just have to check that you showed one of these when you registered or what do you do with this information this checklist?

Chloe: [00:33:08] It doesn’t say that you have to provide it. It's just asking if you did and I think that like, they could check but because it doesn’t say that you have to provide it I'm not positive that you do.

Interviewer: [00:33:25] Okay, all right. So then at the bottom this paragraph right here. Read that and tell me in your own words what that says.

Chloe: [00:34:19] So it’s, I'm pretty sure it’s saying if any of these apply to you but you can't prove it...

Interviewer: [00:34:27] Okay
Chloe: [00:34:29] ...that you have to um, like if you have, lived at, lived at or rented an apartment but your name's not on the lease. Then you have to get whoever lives there to sign it and then you have to fill this out and basically they're saying that if they find out that it's wrong or false that like, the penalty, the voter fraud penalties will be applied to you.

Interviewer: [00:34:55] Okay, so uh, and by, by thi-, this when you circled you meant then you fill out the rest of the form, is that what you referring to?

Chloe: [00:35:06] Uh, I believe so up to this dotted line.

Interviewer: [00:35:08] Up to the dotted line. Okay.

Chloe: [00:35:11] The first dotted line.

Interviewer: [00:35:13] Okay, um, what about the last little paragraph there? What is that telling you?

Chloe: [00:35:25] Um, it's telling I believe it's telling how much time you have to um, do the what's stated in the paragraph before.

Interviewer: [00:35:36] Okay and what do you, what is that you have to do?

Chloe: [00:35:42] You have to either send in the signed, uh, form of the person that owns the property.

Interviewer: [00:35:54] All right and so this, you're saying that this sentence refers to the one above it, is that correct?

Chloe: [00:36:01] Yes

Interviewer: [00:36:02] All right great, so let me ask you just a few more questions and then I have a website I want you to take a look, too.

Chloe: [00:36:09] Okay

Interviewer: [00:36:10] So, just in looking at this it, um, would, does this look, o-, at like, it would be easy for you to understand?

Chloe: [00:36:22] Yeah

Interviewer: [00:36:24] Okay, did you find that it was easy for you to go through and figure out what everything meant?

Chloe: [00:36:30] Yeah, the only thing that was kind of like confusing upon looking at it is that this dot right here, like it isn't an option but it looks like it might be.

Interviewer: [00:36:44] Okay, the dark bullet, uh, that identified the address?

Chloe: [00:36:47] Yeah, even though I-, I, oh it is an option. Oh, is that (inaudible). Yeah, just kidding. [laughs] So, it seems like this is the last option of the--it just has um, multiple like options underneath it. And so that's fine.
Interviewer:  [00:37:11] Okay, so all right, we'll just leave it at that then, okay? Um, do you have any suggestions for making this document easier?

Chloe:  [00:37:31] Not necessarily.

Interviewer:  [00:37:44] And would you feel comfortable signing this?

Chloe:  [00:37:46] Yes, the only thing is this uh, section right here.

Interviewer:  [00:37:55] Uh, the section "if you have no other proof down to the dotted line," yes.

Chloe:  [00:37:59] Yes, if that is all combined as one and nothing below it refers to this section maybe it should be in a box because if I was looking at and the, if you have no other proof thing didn't apply to me, I would wonder if I, if if anything underneath it applied to me. (inaudible)

Interviewer:  [00:38:26] Okay, that's a good comment. So in other words, does th-, do this, your name, etc. etc. does it apply to just what's above it?

Chloe:  [00:38:39] Or like, just this um, option? Like, if I don't, if I need a um, a signature from the pers-, the resident, or the uh, person who owns the address? If I just need to fill out the first part or if I don't check this off then it's just part of the rest of it if I need to fill out this.

Interviewer:  [00:39:03] The bottom part.

Chloe:  [00:39:05] The bottom part.

Interviewer:  [00:39:04] Okay, all right. Thank you. All right, so uh, so you didn't highlight anything on this but you did on the registration form so would you put your first name on this?

Chloe:  [00:39:16] Like up top?

Interviewer:  [00:39:16] Yup, let's do it on the front. Just your first name. And then, let's go ahead and put your name on that too. Just first name. Okay, thank you. All right. So now we, I men- , I mentioned earlier a website. I'm going to show you a website. Oh, one thing I do want to ask you: would you be likely in a situation where you were voting, uh, registering to vote and you didn't have the right proof and so they gave you this form, would you be likely to read it word for word or would you tend to skim it?

Chloe:  [00:40:03] Hmm, I would probably skim it.

Interviewer:  [00:40:07] Okay, and so what would, when you skimmed it, uh, what would that mean to you. What would you be doing?

Chloe:  [00:40:15] I would be like, if I would begin reading one of the bullet point and I could tell they wouldn't apply to me I would skip it, I would go to the next one.

Interviewer:  [00:40:24] Okay, all right. Okay, so let's say that um, there is a website that would help you know how to register to vote, so as we mentioned I asked you earlier and you were uh, didn't know there was one, so let's say that this is the website. Do you use a Mac?
Chloe: [00:40:45] Mm-hmm

Interviewer: [00:40:47] Me too. So what I'd like you to do is start up here and stop when you think they have told you what you need to do, what you need to bring with you when you go to register to vote.

Chloe: [00:41:04] Okay.

Interviewer: [00:41:39] So where would you stop?

Chloe: [00:41:42] Right after, "Claiming voting domicile"

Interviewer: [00:41:46] So, from re-, from just scrolling through that, how many pieces of information would need to bring with you?


Interviewer: [00:42:12] Okay and what would that be?


Interviewer: [00:42:16] Okay

Chloe: [00:42:17] A birth certificate or a passport...

Interviewer: [00:42:19] Okay

Chloe: [00:42:21] ...or all of the, etc. And then a, I wanted to say proof of the domicile and I think that's it.

Interviewer: [00:42:35] Okay, and do you um, how much time do you think you would spend reading through this list of, or how would you read through this list?

Chloe: [00:42:47] Um, I'd probably, cause [sic] it's saying that um, I'm pretty sure it's saying that these are all the different ways that you can verify your (inaudible) er, er, uh, yeah is it all the different ways you can prove it's your domicile address? So I think you only need one so I think would find the one that would be easiest and then disregard the rest.

Interviewer: [00:43:30] Okay that makes sense. All right so, in this scrolling on this website, can you find a definition of domicile.

Chloe: [00:43:41] You want me to look one?

Interviewer: [00:43:41] Yeah, look for the definition of domicile.

Chloe: [00:44:18] Oh, right here.

Interviewer: [00:44:19] Can (inaudible)

Chloe: [00:44:21] Um, nope that's not (inaudible)

Interviewer: [00:44:26] So you pointed to the footnote, "domiciled."
Chloe: [00:44:29] Yeah.
Interviewer: [00:44:29] Okay.
Chloe: [00:44:30] Can you, maybe you can click on this link and / (inaudible)
Interviewer: [00:44:32] All right well try.
Chloe: [00:44:41] (Inaudible).
Interviewer: [00:44:41] All right, so just continue to scroll through the document until you find the definition.
Chloe: [00:45:23] Okay.
Interviewer: [00:45:26] Okay, so as you can see, there are one-two-three-four-five definitions of domicile. So which one do you think is the clearest?
Chloe: [00:46:00] Probably the first one.
Interviewer: [00:46:01] Okay, which says?
Chloe: [00:46:02] Fundamental idea of domicile is home.
Interviewer: [00:46:06] Okay, great. Do you have any suggestions, uh, for the website that would, uh, think make it easier or better or do you think they did a good job in explaining things or how do you feel about the information on the website itself?
Chloe: [00:46:33] I think they uh, did a pretty good job explaining it, um, I'm just wondering if like, based on like, the type of people, like, the type of person I am I would not scroll all the way to the bottom like, at the beginning I would probably like, see all the words and then be like, oh I'm going to have to open another tab and look these up.
Interviewer: [00:46:59] Okay.
Chloe: [00:46:59] So if they said, maybe at the top, like, if you have trouble with some of, like defining some of the words, try the definitions at the bottom or /something
Interviewer: [00:47:08] Okay
Chloe: [00:47:08] like that.
Interviewer: [00:47:09] All right.
Chloe: [00:47:10] That would, might be helpful. Other than that, I think it's pretty god.
Interviewer: [00:47:16] Okay, all right. Thank you. Thank you so much. I appreciate you taking the time to help us.
Chloe: [00:47:21] Yeah, thank you for letting me come in.
Chloe: [00:47:27] Yeah, you as well. It did get dark out pretty fast.
Interviewer: [00:47:32] I know, I was noticing.

Chloe: [00:47:33] I was like, is that the window?


Chloe: [00:47:38] Oh really?

Interviewer: [00:47:39] Yes. Much warmer.

Chloe: [00:47:40] [Laughs] It was actually pretty warm out today to be honest?

Interviewer: [00:47:44] Oh really? Different standards. Thanks again.

Chloe: [00:47:46] Thank you.

Interviewer: [00:47:47] Thank you.
Interviewer:  [00:00:14] So thank you for agreeing to come today and help us answer a list of questions about two pieces of information you need in order register to vote.

Dan:       [00:00:25] All right

Interviewer: [00:00:28] And um, I am an independent consultant just hired to test the documents on. We are not testing your reading ability. We are not testing your knowledge.

Dan:       [00:00:35] Thank God

Interviewer: [00:00:37] What we really want is feedback on the documents that we are going to show you.

Dan:       [00:00:40] All right. Thank you.

Interviewer: [00:00:42] I'll teach you a few ways, as we go along to provide that feedback, okay?

Dan:       [00:00:48] Yup.

Interviewer: [00:00:49] It won't be anything that you don't probably already know how to do. So there is no right or wrong answer.

Dan:       [00:00:55] All right.

Interviewer: [00:00:57] This is not a hidden test, and we just want to make sure these documents uh, are designed and written in such a way that you would be able to understand, okay?

Dan:       [00:01:07] All right

Interviewer: [00:01:08] Okay, so do you have any questions before we move on (inaudible)? So you would receive these documents if you went to a polling place the day of election and you decided you did want to vote. Okay, what you would receive—the first document would be a registration form. So let me ask you a couple of questions before we do anything with this. If you decided you wanted to vote, where would you go or what would you do to get information on how to do it?

Dan:       [00:01:49] I would probably go straight to my Dad.

Interviewer: [00:01:51] Okay

Dan:       [00:01:52] I'm in Boy scouts /I

Interviewer: [00:01:53] /Uh-huh

Dan:       [00:01:53] am an Eagle scout, but um, l...
Interviewer: [00:01:55] Congratulations

Dan: [00:01:58] It is probably one of my biggest accomplishments.

Interviewer: [00:02:00] Absolutely

Dan: [00:02:01] My adult scoutmaster, he runs the voting in my town.

Interviewer: [00:02:05] I see.

Dan: [00:02:06] Every year for the past seven years, I have wheeling people in chairs just helping out. So I would probably go right to him and go to my Thursday night meeting and then talk to my scoutmaster about it.

Interviewer: [00:02:17] Okay, good. Now, you’re currently not registered?

Dan: [00:02:18] No, I am not.

Interviewer: [00:02:20] Okay. Uh, so given that you haven’t talked with him. Just what you think, what do you think might be the appropriate identification you would bring to vote?

Dan: [00:02:30] My passport.

Interviewer: [00:02:33] Okay

Dan: [00:02:34] And my license.

Interviewer: [00:02:36] Okay, and your license. Are you currently working?

Dan: [00:02:42] [Laughs] It’s complicated. I have a job. I actually got it through Boy Scouts. I work in Amherst with a man called Carl Norwood. He owns a real estate group.

Interviewer: [00:02:44] Uh-huh.

Dan: [00:02:49] I am, kinda [sic] like his handy man. I work 50 hours a week during the summer and 20 in the regular school year and do whatever he likes me to.

Interviewer: [00:03:03] So would you, if you did decide to vote how much time—would you be able to take time off from work to do it? And how much time do you think it would take you to go to a polling place to register and to vote?

Dan: [00:03:18] Well, I usually work at night, so that probably wouldn’t be a problem getting work off, even if we needed to. He is very flexible.

Interviewer: [00:03:24] Oh, okay.

Dan: [00:03:25] He is very flexible with my time. Since it will be my first time, I have been in skills classes reading classes and like I can’t figure out things sometimes I have been like for my whole life. So I am very slow.
Interviewer: [00:03:34] Okay

Dan: [00:03:36] So I would probably need someone next to me.

Interviewer: [00:03:38] Okay

Dan: [00:03:39] My first time and it would probably take me like do you know the average time of voting?

Interviewer: [00:03:44] I do not.

Dan: [00:03:45] So probably add 10 more minutes on to that maybe 15.

Interviewer: [00:03:48] Okay, okay, so um, you said you probably need some help with the information.

Dan: [00:03:54] Yeah.

Interviewer: [00:04:01] So now let’s start with this and I am not in a hurry, if you’re a slow reader it is fine with me. I will drink my coffee so don’t feel any pressure. So here is the way the situation would work. You would go, if you decide to vote on the day of the election, you would go to the polling place.

Dan: [00:04:20] Yup

Interviewer: [00:04:22] And you would have to register. Um, and this is the form that they would give you to register it is this [sound of paper moving] and then it’s that

Dan: [00:04:34] Yup

Interviewer: [00:04:35] So just in looking without reading too, without reading much of anything. Just visually does it look easy, both sides easy or difficult do you think for you to figure out?

Dan: [00:04:48] I think it looks fairly simple.

Interviewer: [00:04:50] You think it looks fairly simple, okay in terms of how it looks?

Dan: [00:04:52] Mm-hmm

Interviewer: [00:04:54] All right. So now we are going to talk a little bit more about the actual form itself. So one of the things I would like you to do is what we call talk aloud. So what that means is, for instance, when you go to a restaurant, you look at a menu and you so -- I think I’ve got one here somewhere. Ah, when I look at a menu I’m gonna [sic] sit there and go, “Clam chowder -- don’t really like creamy soup. Nah. No, I don’t want that. Ah, appetizers,” you know, these are the things I say to myself as I am reading through the menu, right?

Dan: [00:05:28] Yeah
Interviewer: [00:05:29] I think we all do we have that internal conversation, so as much as you can, I would like you to do that with this information too. So in other words, as you read it if there is a thought about it, I would like to hear what that is. And the second thing to do is if there is info and there are words, if there are phrases or there are sentences that you think seem complicated, I would like you to highlight those.

Dan: [00:06:01] All right

Interviewer: [00:06:03] Words you don't understand or that, and again it is not because of you /but

Dan: [00:06:09] /Yeah

Interviewer: [00:06:12] what's on the form.

Dan: [00:06:13] Yeah. Thank you.

Interviewer: [00:07:33] So if you have any thoughts as you are reading.

Dan: [00:07:35] Yup

Interviewer: [00:07:36] Okay

Dan: [00:07:37] Say it, yeah?

Interviewer: [00:07:40] Yeah

Dan: [00:07:41] Okay um, could this be previously. Like what have I previously--what have I previously registered for like as if I am coming back to register?

Interviewer: [00:07:50] Okay I would prefer to wait to answer that after we are through. But the fact that you didn't know that is very helpful.

Dan: [00:07:57] Okay

Interviewer: [00:08:00] Not that you didn't know, but that others may not either.

[43-second pause]

Just that page, okay so any general comments about what you were reading?

Dan: [00:08:53] No

Interviewer: [00:08:55] Let me ask you some specific questions then. So um, do you think there are statements on here that would mean you read them you would probably need to ask somebody to explain them to you?

Dan: [00:09:10] Yes

Interviewer: [00:09:11] Okay, can you highlight those places if there are any other than what you have already highlighted.
Dan: [00:09:16] Um, it is words like “where it is.”

Interviewer: [00:09:19] Or, even complete sentences or paragraphs or anything that you think...

Dan: [00:09:28] Just like, I understand most of it. It is just some of these words. I don’t know what that is.

Interviewer: [00:09:40] Okay, so you pointed to the word, “domicile.” So let me ask you this question: So if you take the first-- this sentence right here -- the second. I understand a person can only claim one state. Can you tell me what that means in your own words?

Dan: [00:09:59] That means I can only vote once?

Interviewer: [00:10:02] Okay, and can you only vote once in many places or just in one?

Dan: [00:10:16] Obviously, I don’t know that. But the thing is that, I think you’re only allowed to vote once in one state.

Interviewer: [00:10:19] Okay, so is that because of what this says or because that is what you think?

Dan: [00:10:21] That’s what I think. But I feel like that says something different.

Interviewer: [00:10:26] Okay. All right. Any response to the penalty. Do you understand the penalty?

Dan: [00:10:31] Yeah, yeah. I’m gonna [sic] highlight that, I think.

Interviewer: [00:10:42] And let’s see. Did you highlight that because you felt it was unclear?

Dan: [00:10:48] Yeah, it was unclear.

Interviewer: [00:10:50] Okay, great. Did you happen to read the information in the column over here on the right?

Dan: [00:10:58] I thought that was for someone else to fill out.

Interviewer: [00:10:59] Correct-- that’s correct, yes. So if you were filling out this form, which of the three boxes on the left would you check? On the right, I mean.

Dan: [00:11:09] Registration

Interviewer: [00:11:11] Registration. All right. Good. Now let’s talk about this page here. So this is the second part. Let me ask you this: would you feel comfortable at this point with signing this application?

Dan: [00:11:24] No

Interviewer: [00:11:27] And why would you not?

Dan: [00:11:28] Because, I still don’t have any idea what these things mean.
Interviewer: [00:11:31] Okay, now on the second page. What I would like you to do is read from here to, let’s do it one thing at a time. Read the opening paragraph, then explain to me in your own words what it says and highlight as you did before anything that you think could be clearer.

Dan: [00:11:54] Okay

[47-second pause]

Okay, everything I understand--the address I have entered [Laughs]. I can’t say that word.

Interviewer: [00:12:47] Okay, so this word right here?

Dan: [00:12:48] Yeah

Interviewer: [00:12:50] Domicile

Dan: [00:12:52] Yeah. Domicile.

Interviewer: [00:12:53] Okay, so let me ask you this: so after reading that paragraph, go ahead and read the next paragraph and let me know if you would initial that based on your situation.

Dan: [00:13:30] I would initial it, but by initialing that I haven’t fully understood everything else.

Interviewer: [00:13:37] Okay, so that hasn’t helped you understand the other side?

Dan: [00:13:41] No.

Interviewer: [00:13:42] Can you tell me what this paragraph is saying? Can you explain that is your own words?

Dan: [00:13:47] Um, after you vote you need to follow up. Um, I don’t know how to explain that in my own words.

Interviewer: [00:14:01] Okay, so what about this one? What are they asking you about placing your initials here? What is it telling you, you are agreeing to?

Dan: [00:14:15] Um, agreeing to um, and I voted and I voted in one state only.

Interviewer: [00:14:27] And now continue on down to through, and there is another place they are asking you to decide whether or not you would initial it.

Dan: [00:15:06] So, I do agree with this but that word keeps popping up and I don’t know what it means.

Interviewer: [00:15:16] Okay, so I will tell you domicile means the place you live. Okay?
Dan: Ok.

Interviewer: So, cause [sic] I don't want that to get too much in your way. Now in this situation, are you supposed to initial both or just one?

Dan: Um, you need to initial both

Interviewer: Okay. And what is the second one. Can you put it in your own words, what that is trying to say?

Dan: Um, it basically is saying you have to follow through with what you did, and I need to agree to the consequences, kinda [sic] type thing. Yeah, you need to just follow through with what you did.

Interviewer: Okay, so could you take a highlighter and highlight any areas in here full sentences, phrases or words that you did not understand?

Dan: All right.

Interviewer: Okay so with this form what you are doing is verifying that you have evidence to prove who you are, whether you're a citizen, what your age is. Okay? But prior to that up here again, as on the other side, would you feel comfortable signing this?

Dan: All right, I mean if I sign this would it mean it goes for everything on that side as well.

Interviewer: It goes for that side only.

Dan: That side only? Yeah, I think I do feel comfortable signing it.

Interviewer: Okay and you feel comfortable that you understand what all of this above has said?

Dan: Yeah.

Interviewer: Okay, all right. Um, so let's put this to the side. What's your name?

Dan: Dan

Interviewer: Dan, so now you finish that registration form and it turns out that you don't have proof of your age, your identity, or your uh, citizenship and where you live. Then they are going to give you another form.

Dan: Are they going to send this in the mail?

Interviewer: I don't know if they send this in the mail. So this form, and that, don't read any of it but just look at the title and tell me if you know what the title of this form says. Is this clear?
Dan: [00:18:36] Um, so this is basically saying where you live. Right?

Interviewer: [00:18:39] Okay. All right.

Dan: [00:18:40] Trying to verify where you live?

Interviewer: [00:18:42] All right, good. So then that is because you don’t know what “domicile” means?

Dan: [00:18:47] Yeah, right.

Interviewer: [00:18:48] Now, what I would like you to do is, uh, in this situation you would have a clerk that you could ask about this information. But you are also likely to take it home, because it is giving you information that you need so you can prove where you live, right?

Dan: [00:19:11] Yeah

Interviewer: [00:19:12] So, I would like for you to do the same thing that you did before. Start up here at the top and just go down to this last line right here. And let’s start just with the first paragraph and again highlight things you don’t understand circle things that you might think could be too confusing. Um, and then we will talk about it.

[48-second pause]

Interviewer: [00:20:00] Let me interrupt you for a second. I forgot to ask you a question. Does this – just looking at the form does it look easy or difficult?

Dan: [00:20:08] It looks simple.

Interviewer: [00:20:09] Okay

Dan: [00:20:10] It looks like a regular form.

Interviewer: [00:20:11] Okay

[23-second pause]

Tell me any thoughts as you read or highlight or circle any areas, where you’re not sure what they are telling you.

Dan: [00:20:45] I don’t know what these numbers mean.

Interviewer: [00:20:54] Okay, can you just highlight those?

Dan: [00:20:54] Yeah

Interviewer: [00:20:59] Okay

[37-second pause]
Okay, let’s take a look at the opening paragraph. So what is the first two sentences there? The first two paragraphs. What is that telling you?

Dan: Um, that you um, are being told that proper, you don’t have proper proof that you are a citizen where you live. Not that you’re a citizen but that you don’t have a home.

Interviewer: [00:22:05] Okay, okay and then what is, what is something, then what is this list supposed to be?

Dan: [00:22:16] A list of options what you, like, what you like, it is giving you one of these options.

Interviewer: [00:22:24] Okay, and those options would let you do what?

Dan: [00:22:26] Vote

Interviewer: [00:22:29] Okay, let me, let’s look at the first one. It says “establish residency” etc. “at an institution of learning.” So what would you do with that? That would be you, correct?

Dan: [00:22:45] Yeah

Interviewer: [00:22:46] So, if you read that how would that help you to know what you’re supposed to do to prove where you live?

Dan: [00:22:54] Um, I honestly don’t know what I would do with that. I would probably put down my building, my school. Code for my card or go see someone that works at the school, they probably have a facility that because they are getting a whole bunch of kids that never voted before. So, I would go seek help.

Interviewer: [00:23:17] Okay, um what is the second bullet, up do, applied to you? What do you think you could use to show where you live?

Dan: [00:23:35] I don’t understand that one

Interviewer: [00:23:36] Okay. All right. Then um, how about-- let’s see...

Dan: [00:23:45] This one right here?

Interviewer: [00:23:47] Abode is a house where you live.

Dan: [00:23:52] Okay so you could go, um, one word can throw me off the whole thing.

Interviewer: [00:23:55] Yes, no--totally one little word. So if you come to a word you don’t understand than that disrupts your ability to understand re-, understand the rest of it.

Dan: [00:24:08] Mm-hmm, um, if you lease or rent a home you could the person you are renting the home from to get papers or to get proof that you’re actually living there.
Interviewer: [00:24:24] Okay, great. All right, then how about the next one? “Obtained in New Hampshire.” What does that tell you, you could use?

Dan: [00:24:38] Say I purchase a house. That is why I had it highlighted, because it had the abode word in it and I didn’t know what it means. Um, it’s not telling you what to do, but saying that you purchased a house and listed on the voters registration form. I don’t know what it means.

Interviewer: [00:24:58] Okay and so um, you didn’t, from reading that you’re not sure why it is telling you that or what it means? I am just trying to repeat back what you are telling me so.

Dan: [00:25:12] That’s what I do.

Interviewer: [00:25:13] Okay, um, so let’s see how about the, let’s see--so why did you highlight this last one?

Dan: [00:25:35] Just to be honest. I didn’t know what it meant, the whole thing.

Interviewer: [00:25:39] Okay

Dan: [00:25:42] I was confused with the word “minor” child in there. “Public funded elementary” I don’t like. Is that if you had a kid?

Interviewer: [00:25:46] Yup

Dan: [00:25:50] And you still want to vote?

Interviewer: [00:25:54] Yea

Dan: [00:25:56] I don’t see--what’s the, uh, point?

Interviewer: [00:25:57] Okay, the point of?

Dan: [00:26:00] Having that there.

Interviewer: [00:26:00] Okay, all right, let’s move on. When we are finished and your critiquing is over, I can answer any questions if you have one or two.

Dan: [00:26:14] All right.

Interviewer: [00:26:14] So, down here, so we finished these places and now we have another set of bullets here. So read the introductory phrase and tell me what you think the purpose of this list is.

Dan: [00:26:30] Alright

Interviewer: [00:26:31] Thank you.

[11-second pause]
So, all that all these are basically showing you proof. Like giving you ways to prove that you are in a steady living situation.

Interviewer: [00:27:52] Okay, and were any of those difficult for you to understand?

Dan: [00:27:57] Not really. Those things are all pretty simple.

Interviewer: [00:27:59] Okay, and then so did you find those to be easier than the ones above it?

Dan: [00:28:02] Yeah, easier to like, understand.

Interviewer: [00:28:07] Okay. All right. All right, so now let me ask you about another paragraph and again highlight or circle whatever you felt was confusing. But I would like you to read this sentence and tell me if this is clear or you can repeat back to my in your own words. If you have no other proof or the verifiable act and also use your highlighter like we did before.

[7-second pause]

Okay, so can you, if you had to explain to a friend what this was saying as another way of proving where you live.

Dan: [00:29:59] Yup

Interviewer: [00:29:59] Wha-, what does that sentence tell you?

Dan: [00:30:03] Um, like I said or like I read um, half of it was very confusing. But um, if you don't live anywhere or you don't have any proof that you live anywhere. Uh, that you would be penalized for putting false information down.

Interviewer: [00:30:26] Okay, and is there anything else that tell you as well?

Dan: [00:30:40] Nah, not that I see.

Interviewer: [00:30:41] Okay

Dan: [00:30:45] Not that I can pull out from the information, cause [sic] it is all still confusing.

Interviewer: [00:30:47] Okay. All right. So let's try the next set after that. This verifiable action.

Dan: [00:31:04] That is saying like, if you agree to all these and you can prove that you do, have a steady living situation that you will fill this out and send this back in so you will be able to vote.

Interviewer: [00:31:18] Okay, and how soon do you have to send it back in?

Dan: [00:31:21] 10 days

Interviewer: [00:31:22] Good
Dan: [00:31:22] I think 10 days before the election.

Interviewer: [00:31:27] Any other information in there about sending it back?

Dan: [00:31:38] Within 30 days if the Clerk's offices are open less than 20 hours.

Interviewer: [00:31:39] Okay so what does that mean?

Dan: [00:31:40] I don't know, like if in 30 days? So throughout 30 days they are only open 30 hours or weekly so you can go in and give it to them.

Interviewer: [00:31:59] I can't answer that question, cause [sic] I need to know what you think. What is that? Does that answer your question that you just asked me?

Dan: [00:32:08] Uh, yeah. I think it does. I think you can go in there and hand it to them they give you time.

Interviewer: [00:32:13] Okay

Dan: [00:32:14] That they are open.

Interviewer: [00:32:16] Okay, good. And uh, where would you find the address? Do you have any idea where you would find the address of where you mail it, or..

Dan: [00:32:26] Um, I don't know if there would be something on here or this, maybe.

Interviewer: [00:32:36] You're pointing to the RSA under the verifiable action of domicile.

Dan: [00:32:40] Okay, so I would have no idea where to get--maybe they should put that on there /an

Interviewer: [00:32:44] /Okay

Dan: [00:32:45] email address or a phone number that you can call.

Interviewer: [00:32:47] Okay, um, good suggestion. So wi-, with this form when they give it to you, as I said earlier, you would likely have to take it home...

Dan: [00:32:56] Yeah

Interviewer: [00:32:57] ...to find whatever it is your going to use, if whatever you brought was unacceptable. So when you are home, uh, alone trying to fill this out or what would you do if you came to the things here you don't understand?

Dan: [00:33:16] I would pull up google and try to get some definitions

Interviewer: [00:33:19] Okay

Dan: [00:33:19] Um, but if I like I said if I needed more help on this, then I would need someone by my side the first time. This is very confusing to me.
Interviewer: [00:33:30] Okay, all right. Thank you so much. So now let’s see would you write your first name, just your first name.

Dan: [00:34:20] Yup

Interviewer: [00:34:24] Do you know how to use a Mac Word? It scrolls.

Dan: [00:34:26] Yeah, I have one. [laughs]

Interviewer: [00:34:27] Yeah, I’m a Mac woman too. All right. Here is a website developed by the Secretary of State’s office about registering to vote in New Hampshire. So I’m going to ask you a couple of questions. So the first question is, start reading at the top and stop when you get to the point where you think they have told you what you need to bring in order to vote...

Dan: [00:34:56] Okay

Interviewer: [00:34:57] ...and tell me where you stopped.

Dan: [00:35:17] I have to read that twice, that is where I think that.

Interviewer: [00:35:23] Okay, so you highlighted where it says a driver’s license or non-birth certificate, passport etc.

Dan: [00:35:25] Mm-hmm

Interviewer: [00:35:26] And you just would have stopped there? And you kinda [sic] did...

Dan: [00:35:30] Yeah

Interviewer: [00:35:31] Okay. All right. So now let me ask you if you could find the definition of domicile.

Dan: [00:35:41] On Google

Interviewer: [00:35:42] No

Dan: [00:35:45] It says (inaudible) you created it. [laughs].

Interviewer: [00:35:50] No, I’m the whips. [laughs]

Dan: [00:35:55] Is it in the text somewhere?

Interviewer: [00:35:56] Yes, just keep scrolling

Dan: [00:35:57] Okay

Interviewer: [00:36:00] Just keep scrolling ‘til you find the definition.

Dan: [00:36:15] Should I read it or should I show you?
Interviewer: [00:36:16] Show me where you found it. Okay, and so um, would you let me know uh, let me say just on the first three which is the easiest to...

Dan: [00:36:31] To understand? That one.

Interviewer: [00:36:58] Okay, and why do you think that one is the easiest. What was it about the, that paragraph?

Dan: [00:37:06] It’s just like, like gave me information about that I am living somewhere that is where I have lived, and I can show that I have lived there.

Interviewer: [00:37:21] Okay good. So now let’s go back up here at the top, and I want to show you that in fact where you stopped would satisfy the need for proving your identity, your age and your citizenship. But you also have to prove where you live, so you would not have scrolled beyond that, correct?

Dan: [00:37:54] Yeah

Interviewer: [00:37:55] Okay, so now so you, here so you have to prove where you intend to live, where you intend to vote. And then it gives you a list of...

Dan: [00:38:06] Things

Interviewer: [00:38:06] Right, and so would you read those and tell me if there is any of that in-, information that you would find easy to understand.

[13-second pause]

Or difficult.

Dan: [00:38:25] (inaudible) Say, do I tell you the ones that are easy to understand or difficult. [Laughs].

Interviewer: [00:38:30] Tell me the ones that are difficult.

Dan: [00:38:32] All right. (Inaudible) confusing a note signed by a school official.

Interviewer: [00:38:42] Okay

Dan: [00:38:42] I feel like you could forge that.

Interviewer: [00:38:45] Okay

Dan: [00:38:47] I don’t feel like that is uh, reliable.

Interviewer: [00:38:53] Okay good. Good point.

Dan: [00:39:16] Um, says in New Hampshire motor vehicle registration. Uh, say you live in the city and you don’t have a car or anything like that. You ride a bike or walk around. What if you don’t have one of those?
Interviewer: [00:39:30] Okay

Dan: [00:39:31] That's a little confusing.

[22-second pause]

There is this one again. The one that we, that was in the other document.

Interviewer: [00:39:58] Okay, which was?

Dan: [00:40:00] This one right here.

Interviewer: [00:40:04] Oh the one about the minor's school?

Dan: [00:40:05] Mm-hmm

Interviewer: [00:40:06] Okay, I mean the minor child.

Dan: [00:40:07] Yeah

Interviewer: [00:40:07] Okay

Dan: [00:40:08] That one is confusing still.

Interviewer: [00:40:12] All right.

Dan: [00:40:28] This one is also a little sketchy. A note from a homeless shelter.

Interviewer: [00:40:32] All right.

Dan: [00:40:33] So what if you are homeless and you don't have all of these things. Is it that you have to have all of them or just to have one of them to show that?

Interviewer: [00:40:41] That was my next question. What do you think? Do you know from what you saw what you have to bring in? How many methods of proving where you lived do you have to show?

Dan: [00:40:55] I honestly don't know how many you need. But you definitely don't need to have all of these because if you're not homeless, you don't need to have a note, or if you're not in school, you don't have a teacher sign the note. But I am guessing. I don't know how many like you need. But I am guessing like 5.

Interviewer: [00:41:09] Okay, from this list?

Dan: [00:41:13] Yup

Interviewer: [00:41:12] Okay. All right. So um, why don't you just take a couple of minutes and kinda [sic] scroll around um, on the website and let me know whether or not you think the, the website--it would be helpful to you...
Dan: [00:41:30] Mm-hmm

Interviewer: [00:41:31] ...in figuring out how you prove where you live.

Dan: [00:42:20] I think that it, it does give a lot of, not a lot but gives a few definitions of some major points that you need to know.

Interviewer: [00:42:29] Okay

Dan: [00:42:30] Like where a document evidence.

Interviewer: [00:42:33] Okay

Dan: [00:42:34] Domicile [Laughs]

Interviewer: [00:42:35] Domicile

Dan: [00:42:36] Domicile

Interviewer: [00:42:37] [laughs]

Dan: [00:42:38] Um, ah, tells you what temporary purposes are, I didn’t know, uh, what that was.

Interviewer: [00:42:44] Okay

Dan: [00:42:45] Um, I think that, there got -- there is always room for improvement. I feel there could be clarification, maybe some more definitions added.

Interviewer: [00:42:54] Okay

Dan: [00:42:56] But I think it is, helpful, it is not like to the top, like this thing is going to help me vote, like that. I feel like I would still have some questions after reading it.

Interviewer: [00:43:05] Okay, so can you make suggestions. You know, you’re a college student, you’re online all the time. Can you make any suggestions for making this website, uh, clearer?

Dan: [00:43:18] Ah so the first question you asked me is like I would stop reading right there. I feel like they should put some...

Interviewer: [00:43:26] Right there meaning after drivers license?

Dan: [00:43:27] Yeah, put like you know a red box please keep reading it’s important /because, 

Interviewer: [00:43:32] /Okay

Dan: [00:43:34] cause [sic] red stimulates the brain and show you that it’s important.
Interviewer: [00:43:36] Right

Dan: [00:43:37] Um; ah I think that most of it is fine. Ah, maybe some more definitions. Like in here, more clarification on how many you should bring and umm kinda [sic] explaining, explaining more of these because the homeless one and the school one and the child service one, like half of these are kind confusing to understand.

Interviewer: [00:44:13] Okay

Dan: [00:44:14] So I don’t know if that would help. [Laugh]

Interviewer: [00:44:13] All right. Thank you. That was great. That was great you really gave—oh, just as a curiosity for this too. Does the fact that you have to do a lot of scrolling, does that, does that okay thing for you?

Dan: [00:44:29] Yeah, that doesn’t really bother me at all.

Interviewer: [00:44:30] Okay

Dan: [00:44:31] I think it would bother me more if was a page and you had to go to the next page.

Interviewer: [00:44:36] Okay

Dan: [00:44:37] I think this is better.

Interviewer: [00:44:37] Okay

Dan: [00:44:39] So you can see it all on one page. I mean you can scroll up and down.

Interviewer: [00:44:41] Okay. Good. All right um, okay I think that it--do you have any other suggestions or comments about what you were, had been reading?

Dan: [00:44:54] No I think this was a very good learning experience.

Interviewer: [00:44:56] Oh Good. [Laugh]

Dan: [00:44:56] It was very good, actually.

Interviewer: [00:45:58] Good. I am glad you learned something from it too. So you gave us a lot of really good comments.

Dan: [00:45:03] I am sorry if I didn’t

Interviewer: [00:45:05] No, no, no I wouldn’t say--you really did. You really did, Danny.

Dan: [00:45:08] Thank you very much.

Interviewer: [00:45:09] Thank you. Appreciate it.
Dan: [00:45:12] Anytime

Interviewer: [00:45:15] Thank you. Have a good day.

Dan: [00:45:17] you too.

[End of recorded material]
Gabriel – Dec. 18, 2017 2:30 p.m.

Interviewer: [00:00:01] Again, we’re recording here—your reactions. They’re very valuable to us.

Gabriel: [00:00:05] (Inaudible)

Interviewer: [00:00:05] Um, we are not at all testing your knowledge of anything. We’re not-not testing your ability to read. We’re trying to see if these documents are clear, okay? So it’s the same concept—like pretend I was trying to test whether a computer is easy to read and I had a computer right here and then I gave it, I mean use, rather, and then I gave it to you and asked you to do something on it, okay? It’s not your ability to use the computer, it’s the computer itself that we’re trying to see whether it’s easy to-to use.

Gabriel: [00:00:35] To use.

Interviewer: [00:00:35] Okay, so it’s the same thing with the information.

Gabriel: [00:00:37] All right.

Interviewer: [00:00:37] So as an example of the kind of question I’ll ask you, I’m going to give you a menu, okay? All right. So take your time and tell me the price of baked onion soup, okay?

Gabriel: [00:00:47] The price of baked onion soup.

Interviewer: [00:00:50] Yes, okay?

Gabriel: [00:00:51] (Inaudible)

Interviewer: [00:00:51] Just take your time.

Gabriel: [00:00:54] I mean based on this?

Interviewer: [00:00:55] Yup, only based on that.

Gabriel: [00:01:06] It’s $6.99?

Interviewer: [00:01:07] Okay. So let me check. [Laughs] Exactly!

Gabriel: [00:01:12] [Laughs]

Interviewer: [00:01:12] Okay, /if you had trouble finding that

Gabriel: [00:01:15] / (Inaudible)

Interviewer: [00:01:15] we would /know the menu is no good and

Gabriel: [00:01:17] (Inaudible)

Interviewer: [00:01:17] would wanna [sic] change it up. Okay. So um, all right. So we’re trying to get your answers just as you would give them, if you were reading these documents at the
place where you would go to register to vote. Or if you were at home try to gather up proof of where you live, okay? So, so that's kind of the scenario. Any questions at all?

Gabriel: [00:01:38] No

Interviewer: [00:01:38] Okay. All right. So the first thing is, have you ever been registered to vote?

Gabriel: [00:01:43] No

Interviewer: [00:01:45] Okay, um, have you ever heard about or has anyone told you that there is a website that would give you information about registering to vote?

Gabriel: [00:01:54] Um, no.

Interviewer: [00:01:54] Okay, um, what do you think would count as an appropriate piece of identification that you could bring to register to vote or just to vote, rather.

Gabriel: [00:02:04] Just to vote?

Interviewer: [00:02:05] Uh-huh

Gabriel: [00:02:08] (Inaudible) an I.D. I think an I.D. would do it.

Interviewer: [00:02:09] Okay like...

Gabriel: [00:02:09] A personal I.D., a state I.D., a state I.D., just to make sure of the person that is here.

Interviewer: [00:02:15] Okay, great. Would you take time off from work to register to vote and to vote?

Gabriel: [00:02:23] Um, no. I wouldn't.

Interviewer: [00:02:24] Okay. Great, I just want your answers, so...

Gabriel: [00:02:27] I'm trying to be as honest as possible.

Interviewer: [00:02:29] Yeah! Awesome. Okay. All right, so let's say you decided to register to vote, okay? You are to register 30 days before the election at the Clerk's Office. Okay? Or if the election is closer than 30 days, you can register when you go to vote. Okay? So here is the form that you would fill out if you want to register to vote 30 days before. Okay?

Gabriel: [00:02:52] 30 days before

Interviewer: [00:02:52] Yeah, so I'm gonna [sic] give it to you and I don't want you to read it. Okay? How does it look, easy or difficult?

Gabriel: [00:03:08] Well, the first thing I'm looking for is, you know, information (inaudible). Place last registered to vote. Well you know, I'm just scanning...

Interviewer: [00:03:28] So yeah, you're just scanning...

Gabriel: [00:03:29] I'm just scanning (inaudible)
Interviewer: [00:03:30] Right. So without reading, just scanning, easy or difficult?
Gabriel: [00:03:36] (Inaudible) Easy
Interviewer: [00:03:36] Easy?
Gabriel: [00:03:38] (Inaudible)
Interviewer: [00:03:38] Okay, is there any part on there that looks like it might be hard?
Gabriel: [00:03:43] I mean (inaudible), that jumped out at me but I’m thinking because maybe it was highlighted.
Interviewer: [00:03:47] So...
Gabriel: [00:03:48] [00:03:48] (inaudible) registered to vote.
Interviewer: [00:03:49] Okay
Gabriel: [00:03:51] Place last registered to vote as in, the last place I registered to vote or that one caught me up a little bit...
Interviewer: [00:03:59] Okay
Gabriel: [00:03:59] ...I don't know it's because it was hard maybe or because--yeah, that one, that one's confusing.
Interviewer: [00:04:08] It's confusing.
Gabriel: [00:04:09] Number six is.
Interviewer: [00:04:09] Okay
Gabriel: [00:04:09] I don't know if it's asking me if where I've registered before...
Interviewer: [00:04:13] Mm-hmm
Gabriel: [00:04:13] ...to vote or...
Interviewer: [00:04:15] Mm-hmm
Gabriel: [00:04:15] ...I do come from another state and maybe that's why.
Interviewer: [00:04:18] Mm-hmm
Gabriel: [00:04:18] I’m from New Jersey.
Interviewer: [00:04:19] Okay.
Gabriel: [00:04:19] So...
Interviewer: [00:04:19] All right, so that's good to know. So that's a little bit confusing.
Gabriel: [00:04:24] I'm not a resident (inaudible).
Interviewer: [00:04:26] Okay. All right, so just off the top of your head, how long do you think it would take you to fill out this form. It does have two pages. Okay?

Gabriel: [00:04:35] About five minutes.

Interviewer: [00:04:36] About five minutes. Okay, um, and how long do you think it would take you if you had to um...

Gabriel: [00:04:47] I would say less than five minutes.

Interviewer: [00:04:47] Less than five minutes?

Gabriel: [00:04:48] I mean, the personal information (inaudible)

Interviewer: [00:04:55] Mm-hmm

Gabriel: [00:04:58] (Inaudible)

Interviewer: [00:05:01] Okay, so let's say you had to do this the day that you're voting...

Gabriel: [00:05:04] Yeah

Interviewer: [00:05:04] ...and so you're saying less than five for this, and then how much time do you think it might take to vote?

Gabriel: [00:05:09] To vote?

Interviewer: [00:05:09] Mm-hmm

Gabriel: [00:05:10] As far as choosing the candidate or /something

Interviewer: [00:05:12] /Yeah

Gabriel: [00:05:12] like that? Um, it all depends. I don't know how fast I'd be cause [sic] like, information and you know, on the candidates (inaudible). About a day or two as far as to vote.

Interviewer: [00:05:33] So a day or two including collecting information?

Gabriel: [00:05:35] Yeah.

Interviewer: [00:05:36] How about the amount of time if you just go to the polling place...

Gabriel: [00:05:39] Yeah

Interviewer: [00:05:40] ...just to vote? Just your best guess on how long that might take.

Gabriel: [00:05:43] About 10 minutes.

Interviewer: [00:05:44] About 10 minutes?

Gabriel: [00:05:47] (Inaudible)

Interviewer: [00:05:47] Yeah. Okay.
Gabriel: [00:05:48] (Inaudible)

Interviewer: [00:05:48] All right, good. Okay, so let's see. So we, you already did look at the highlighted sentence but just tell me your um, what do you think that this probably needs?

Gabriel: [00:06:06] Well, now I'm gonna [sic] fully read it.

Interviewer: [00:06:08] Okay, /take your time.

Gabriel: [00:06:09] (Inaudible) a U.S. citizen. (Inaudible) ...place last registered to vote. (Inaudible)

Interviewer: [00:06:41] Okay. So you're saying now that you've read more before number six, it was easier to understand number six and you know...

Gabriel: [00:06:50] Like, I'm taking that (inaudible).

Interviewer: [00:06:52] Okay

Gabriel: [00:06:54] Because after that's it's asking me for my address (inaudible).

Interviewer: [00:06:57] Mm-hmm. Okay.

Gabriel: [00:07:04] Okay, I see. I'm sorry. I'm sorry. This--I don't know. It's asking me the place last registered and it's telling me where, if any. I'm sorry, I'm just (inaudible). All right. That's--that's (inaudible). This is my first time (inaudible).

Interviewer: Okay, it's--number six is simple?

Gabriel: [00:07:37] It's asking me the place (inaudible). And I put 411 North Forest St....

Interviewer: [00:07:43] Uh-huh

Gabriel: [00:07:43] ...uh, Patterson, New Jersey.

Interviewer: [00:07:48] Okay.

Gabriel: [00:07:49] (Inaudible)

Interviewer: [00:07:49] Okay. Okay, great. All right. So now um, this section right here. Will you please read this and I'll ask you a question.

Gabriel: [00:08:10] All right.

Interviewer: [00:08:10] Okay. Would you feel comfortable signing that?

Gabriel: [00:08:13] Yes.

Interviewer: [00:08:15] Okay. All right, good. Okay. So let's look at page two. Okay. Could you please read the very top part of the page, like, so down to here.

Gabriel: [00:08:29] (Inaudible)

Interviewer: [00:09:07] Are you done?
Gabriel: [00:09:09] (Inaudible)

Interviewer: [00:09:09] No, take your time.

Gabriel: [00:09:10] (Inaudible)

Interviewer: [00:09:11] Take your time, I was just checking.

Gabriel: [00:10:03] All right.

Interviewer: [00:10:04] Okay, so now I want to ask you about these two areas where you uh, have the line and then it says "by" here and--these two areas, okay? Can you tell me in your own words what they mean?

Gabriel: [00:10:19] Well, this one right here is acknowledging that you have not, you're not presenting the documents they're asking for in order to, in order to vote.

Interviewer: [00:10:34] Okay

Gabriel: [00:10:35] And then here...

[18-second pause]

This some of it's the same. Some of it (inaudible).

Interviewer: [00:10:59] Almost the same thing?

Gabriel: [00:11:20] See I'm having trouble, dom-, domicile--with this word. (Inaudible) I don't know (inaudible) if this is...

[7-second pause]

I'm sorry, (Inaudible)

Interviewer: [00:11:44] Take your time, please.

Gabriel: [00:12:28] Um, (Inaudible). This threw me off. But, from where I take. You want my take and /my

Interviewer: [00:12:35] /I do.

Gabriel: [00:12:35] ideas? [Laughs]. This is for when you don't have proper, proper documentation.

Interviewer: [00:12:44] So the top one is /when you don't have...

Gabriel: [00:12:46] /(Inaudible). Right.

Interviewer: [00:12:47] Proper documentation. Okay.

Gabriel: [00:12:51] And this is when you don't have any (inaudible). The second one is when you're aware that you don't have any and then they'll send you what's, what would work...

Interviewer: [00:13:05] Okay

Appendix 10, page 0089
Gabriel: [00:13:05] ...for you. (Inaudible) What's the word I'm looking for? Other documents to verify your address.

Interviewer: [00:13:18] Okay. So they'll send you something...

Gabriel: [00:13:22] A list...

Interviewer: [00:13:23] Okay

Gabriel: [00:13:23] ...that's what I'm taking a look at. (Inaudible) Mail it to the address on this form or taking other actions to verify my domicile (inaudible). So /basically

Interviewer: [00:13:36] /Okay

Gabriel: [00:13:36] send in the list saying what else--maybe a bill or medical bill or something like that maybe will work.

Interviewer: [00:13:45] Okay.

Gabriel: [00:13:46] Besides social security or (inaudible). Personal identification...

Interviewer: [00:13:57] So the second one, you're pointing at the second one?

Gabriel: [00:14:00] That was the first one. But the second one is them—is you telling them that you have no document. You don't have the basic documents that they're asking for, and they'll sending mail back. I'm assuming with a list, of what will, could work for them. What will help them identify you.

Interviewer: [00:14:26] Okay, thank you. Um, and then what, what do you do there? What--what's your actual action that you would take with the /top

Gabriel: [00:14:34] /Me?

Interviewer: [00:14:34] of that page? Well, what would...

Gabriel: [00:14:37] You mean a person?

Interviewer: [00:14:38] What would a person do? What's the action that they take with this form when they're standing there, you know, registering to vote? What do they do up here?

Gabriel: [00:14:50] Well it seems like both of the (inaudible) have, are saying as if like, I don't have--I don't have what's needed.

Interviewer: [00:15:03] Okay. Is it clear that you're supposed to initial?

Gabriel: [00:15:16] Yes, it doesn't say I have an option but it, I mean...

[14-second pause]

I, can't say (inaudible). I mean, it's giving me the option to do it, but I don't know if I have to do it.

Interviewer: [00:15:43] Okay.

Appendix 10, page 0090
Gabriel: [00:15:44] Cause [sic] I could just have my I.D., right?
Interviewer: [00:15:48] Well, yeah that's true.
Gabriel: [00:15:51] Well, whatever it is that they, that they want from me.
Interviewer: [00:15:55] And so if you had your I.D. then what would you do about this part of the form?
Gabriel: [00:16:00] I think I'd just sign it instead of initializing it.
Interviewer: [00:16:05] Okay. Do you have any suggestions for how to make this part easier to understand?
Gabriel: [00:16:23] Maybe give out the hours that's all that unnecessary stuff.
Interviewer: [00:16:31] Okay.
Gabriel: [00:16:34] I'm starting like, I'm drifting off trying to find--I'm acknowledging that I have evidence of actions carrying out my intent to be domiciled at this address. That I understand that I must mail or personally present (inaudible) as evidence of actions carrying out my intent to be (inaudible). I think, well in my opinion, if you don't have documentation that should just be (inaudible). I'm acknowledging that I have not presented evidence of actions. Just needs to be a little bit more clear.
Interviewer: [00:17:35] So once it gets to the word, to those words, "evidence of action?"
Gabriel: [00:17:41] (Inaudible) domiciled at this address. I'm not sure what they mean by "actions." That I have not presented evidence of actions. I don't understand what that means.
Interviewer: [00:17:57] Okay.
Gabriel: [00:17:57] (Inaudible) my intent to become domiciled at this address. Maybe they just, they just wanted to confirm my address. I understand that.
Interviewer: [00:18:02] Mm-hmm
Gabriel: [00:18:03] But as far as um, the actions part...
Interviewer: [00:18:09] Okay,
Gabriel: [00:18:16] Verifiable action. That's what I'm not understand.
Interviewer: [00:18:20] Okay, so um...
Gabriel: [00:18:23] That should be clearer.
Interviewer: [00:18:24] In the first place where you initial, the part where you get to actions is not clear and then below that where it start with /failing
Gabriel: [00:18:31] /failing to
Interviewer: [00:18:32] report?
Gabriel: [00:18:32] report and provide evidence of a verifiable action...

Interviewer: [00:18:36] Okay

Gabriel: [00:18:39] ...will prompt official (inaudible).

Interviewer: [00:18:40] Okay

Gabriel: [00:18:43] I’m thinking of my brother. I’m thinking of my father. Like if they were to read this they wouldn’t, you know what I mean?

Interviewer: [00:18:45] Uh-huh

Gabriel: [00:18:47] If I’m not, obviously—if I’m not getting it, they probably wouldn’t.

Interviewer: [00:18:49] Okay. All right. Thank you for sharing that. Yup, that’s helpful. Okay, um, so overall so that we—we talked about that and that you mentioned that maybe s-, some people you know might need help.

Gabriel: [00:19:03] Yeah

Interviewer: [00:19:03] Overall this, front, first page and this back page on this whole form, um, what statements might require someone to have to ask for help? I know you said these would, but...

Gabriel: [00:19:16] Yeah

Interviewer: [00:19:16] ...is there anything else here? If you want to take your time and look at it and tell me what you think might require someone to ask for help.

Gabriel: [00:19:26] I mean, this part is pretty much self-explanatory. I was just (inaudible). But it was just asking me for a previous address.

Interviewer: [00:19:34] So what you just said is, “pretty much self-explanatory.” It’s kind of the top...

Gabriel: [00:19:38] Yeah /if (inaudible)

Interviewer: [00:19:38] /...little bit more than half?

Gabriel: [00:19:40] last name, first name.

Interviewer: [00:19:41] Okay

Gabriel: [00:19:43] My address. My mailing address. My birth, my birthdate. My place of birth. A U.S. citizen. Place last registered to vote—in Jersey. Name of the (inaudible) previously registered. That would have been nothing. (Inaudible) Yeah this is, this is hard.

Interviewer: [00:20:08] Okay, and did you read the bottom /third

Gabriel: [00:20:11] /Yeah...

Interviewer: [00:20:11] as well?

Gabriel: [00:20:11] that’s my name, it’s asking me for my address again, my signature.
[11-second pause]

This is (inaudible).

Interviewer: [00:20:29] Okay. Okay. Um, now I'm going to have you look at a different form, okay? This one, um, the title there, "Verifiable action of domicile." Okay? When you register to vote at the polling place on the day of the election. Okay? If you have not brought proof of where you live you're given this form. Okay? So without reading it...

Gabriel: [00:20:56] Without reading this?

Interviewer: [00:20:57] Without reading it, what do you think just that title means?

Gabriel: [00:21:03] Confirmation. Confirmation of your address.

Interviewer: [00:21:06] Okay. Again before you read it, just glancing at it, does it look like it would be difficult or easy to understand?

Gabriel: [00:21:16] Um, I think it, uh, I think it will be all right. I see signatures and initialing. That's all I'm seeing.

Interviewer: [00:21:22] Okay.

Gabriel: [00:21:24] It will be all right.

Interviewer: [00:21:27] So easy or difficult?

Gabriel: [00:21:29] Easy.


Gabriel: [00:21:32] (Inaudible) easy (inaudible)

Interviewer: [00:21:32] Okay. All right, so right now I'm gonna [sic] have you actually read it...

Gabriel: [00:21:36] Yeah

Interviewer: [00:21:36] ...but what I want you to do is just think out loud...

Gabriel: [00:21:40] All right

Interviewer: [00:21:40] ...and tell me you know, what you're thinking as you go through, okay? And at the same time if you can just highlight anything at all that you find confusing, okay?

Gabriel: [00:21:49] All right

Interviewer: [00:21:49] So that could be a whole paragraph can be highlighted. Just words, which, whichever way you want to do it.

Gabriel: [00:21:56] All right.

Interviewer: [00:21:56] Okay?

Gabriel: [00:22:35] Uh, this, this threw me off. I don't know, it (inaudible) and verify, verify establish (inaudible). Establish residency.
[18-second pause]

(Inaudible) I've never seen this.

Interviewer: [00:23:27] So when you just said that something threw you off, were you pointing at that first one that starts with, "established?"

Gabriel: [00:23:34] Um, I was lookin' [sic] at, yeah. "To, to establish that you have engaged in a verifiable and established domicile." So I'm assuming (inaudible).


Gabriel: [00:23:45] Provide, provide--(inaudible) come to me--provide evidence that you have done at least one of the following. I just read that one.

Interviewer: [00:23:54] So the very first time you read the very top of it, right? It was that third paragraph that starts with, "to establish" that /threw you off the first time...

Gabriel: [00:24:02] "To establish", yeah.

Interviewer: [00:24:02] ...and then /you went back to it?

Gabriel: [00:24:03] /"To establish that you engaged in a verifiable and established domicile provide evidence that you done at least one of the following." And then this, this word I haven't seen before. The address listed on the voter registration form. (Inaudible).

[1 minute 51-second pause]

A word keeps popping up. I still haven't figured out what it is.

Interviewer: [00:26:28] Okay, so you're highlighting "Abode?"

Gabriel: [00:26:31] (Inaudible)

Interviewer: [00:26:32] Yeah

Gabriel: [00:26:32] (Inaudible)

Interviewer: [00:26:32] That's the only thing...

Gabriel: [00:26:35] (Inaudible)

Interviewer: [00:26:35] But you also highlighted um, under this bullet that starts with "obtained", you highlighted RSA 260, etc.

Gabriel: [00:26:43] Yeah, I don't know what that means.

Interviewer: [00:26:44] Okay. Okay. Did you get all the way through this part down here...

Gabriel: [00:26:48] Yeah

Interviewer: [00:26:48] ...or do you want to keep going?

Gabriel: [00:26:51] (Inaudible)
[22-second pause]

(Inaudible)

Interviewer: [00:27:15] Say that again?

Gabriel: [00:27:17] I said I would assume that's for homeowners.

Interviewer: [00:27:18] You're assuming that's for homeowners? The paragraph that starts, "If you have no other proof?"


Gabriel: [00:28:15] Inaudible.

Interviewer: [00:28:15] So when you looked at the paragraph that starts, "If you have no other proof of a verifiable act establishing domicile," your first thought was that this was homeowners, but then /you read it

Gabriel: [00:28:25] /[Inaudible]

Interviewer: [00:28:25] again /and

Gabriel: [00:28:26] /Yeah, I read again /and

Interviewer: [00:28:26] /saw...

Gabriel: [00:28:26] I seen lease...

Interviewer: [00:28:28] Okay

Gabriel: [00:28:28] ...the deed, the deed the lease.

Interviewer: [00:28:31] Uh-huh

Gabriel: [00:28:33] (Inaudible)

Interviewer: [00:28:34] Okay. All right, now if you could take a look at, at that same paragraph and tell me just in your own words, like let's say your dad was here and you had to explain. What does this say?

Gabriel: [00:28:49] (Inaudible) It says that a lease, the deed or rental agreement is, is acceptable-not only yours but somebody else's. (Inaudible) your name. (Inaudible) your name. Uh, I'll have to re-read it again.

Interviewer: [00:29:10] Okay, take your time.

Gabriel: [00:29:11] Now-now-now I'm thinking about it—interpreting.

Interviewer: [00:29:13] Yeah. Take your time.
Gabriel: [00:29:15] I don't...

[59-second pause]

If I don't have any verifiable proof then whoever I'm living with will be able, will be required to sign.

Interviewer: [00:30:25] Mm-hmm

Gabriel: [00:30:27] So that they would be able to confirm that that's where I live.

Interviewer: [00:30:31] Okay

Gabriel: [00:30:32] I'm assuming that they'll notify a notary or something like that. (inaudible) that you're not on the lease...

Interviewer: [00:30:38] Mm-hmm

Gabriel: [00:30:38] ...or the rental agreement...

Interviewer: [00:30:40] Okay

Gabriel: [00:30:41] ...or (inaudible).

Interviewer: [00:30:42] Okay. Thanks. Great.

Gabriel: [00:30:43] (Inaudible)

Interviewer: [00:30:45] Okay, now this next paragraph where it starts, "This verifiable action of domicile" form. Okay, do the same thing--exactly the same thing, you know? Imagine you have to explain this to somebody in your own words.

Gabriel: [00:30:56] Yeah

[11-second pause]

This form should be delivered in 10 days, 30 days (inaudible) office clerk is working fewer than 20 hours a week. (Inaudible) [Laughs].

Interviewer: [00:31:24] Okay. Okay, great. Thank you. Okay where do you send the proof of where you live?

Gabriel: [00:31:30] To the Clerk's Office.

Interviewer: [00:31:30] Okay, and how soon do you have to send it?

Gabriel: [00:31:34] Ten days. Ten to 30 days...

Interviewer: [00:31:38] Um-hmm

Gabriel: [00:31:38] ...and (inaudible) the 20-hour thing um, I don't know about...

Interviewer: [00:31:45] Okay
Gabriel: [00:31:45] ...their hours. The actual like, 20 hours, five hours a day, I don't know. Eight to 12? I don't know what their hours are.

Interviewer: [00:31:54] Okay. Uh, now where do you find the address of the place where you mail or go to give them that proof?

Gabriel: [00:31:56] Where do I find this address?

Interviewer: [00:32:04] Mm-hmm. And feel free to look back at the form (inaudible)...

Gabriel: [00:32:09] I'm trying to see if-if I had enough, you know (inaudible) early.

[12-second pause]

Where would I get the address?

[21-second pause]

Oh, I'm just thinking that I-I should know where the Town Clerk, the City Clerk is, given that they don't give you the address.

Interviewer: [00:32:56] Okay. Thank you.

Gabriel: [00:32:59] Me being a resident, I should know where City Hall is, at least.

Interviewer: [00:33:01] Okay. Got it. Um, do you have any suggestions on how to make this form easier for people to understand?

Gabriel: [00:33:30] (Inaudible) Besides the words (inaudible). I don't know what that is. I'm pretty sure a lot of other people wouldn't know what that means.

Interviewer: [00:33:39] Okay, so you're saying these things that you highlighted if they explained it...

Gabriel: [00:33:43] (Inaudible) Abode, yeah--maybe if it was another word for it. Maybe something-- a better way to explain what that was the maybe...

Interviewer: [00:33:55] Okay

Gabriel: [00:33:55] ...make it easier for somebody who actually fell into that category.

Interviewer: [00:34:02] Okay. Um, all right. That's helpful. Um, one last thing. Do you--would you, would you try to go to a website to find out what types of documents you could submit to prove your address?

Gabriel: [00:34:20] Would I?

Interviewer: [00:34:20] Yes.

Gabriel: [00:34:21] Yes.

Interviewer: [00:34:21] You would?

Gabriel: [00:34:21] Yup.

Interviewer: [00:34:22] Okay. Has anyone ever told you that there is such a website, or...
Gabriel: [00:34:27] To tell you the truth I-I-I haven't been too interested in voting.
Interviewer: [00:34:30] Okay.

Gabriel: [00:34:33] But I never, I never really thought that maybe I would go maybe to get, you know--if anything I would assume that all I would have to was come out with an I.D., you know what I mean, and...
Interviewer: [00:34:43] Okay
Gabriel: [00:34:43] ...show it to the poll office I'm a citizen. I'm a res-, I'm a resident.
Interviewer: [00:34:47] Okay
Gabriel: [00:34:48] (Inaudible)
Interviewer: [00:34:51] Okay, let me just clarify. So you're thinking you would assume that you could take some kind of I.D. ...
Gabriel: [00:34:56] Right
Interviewer: [00:34:56] ...but you wouldn't be wondering whether they're going to be trying to check at the address on the I.D. Is that what you're saying?
Gabriel: [00:35:04] Yeah, but I (Inaudible).
Interviewer: [00:35:07] Okay
Gabriel: [00:35:07] And then I'd run into that...
Interviewer: [00:35:10] Okay
Gabriel: [00:35:10] ...then you run into it at the office, "Well, you need proof that this is where you live."
Interviewer: [00:35:15] Okay
Gabriel: [00:35:18] (Inaudible)
Interviewer: [00:35:18] Okay. That makes sense. All right. Let me go through and see if I have any other questions for you at all, okay? I do. Okay. Let's go back to this, to this form, okay? All right. So they have five bullets here um, that start with, "establish, rented, purchased, obtained, enrolled."
Gabriel: [00:35:52] Right.
Interviewer: [00:35:53] So for each one, go through and tell me what would you use to prove where you live?
Gabriel: [00:36:03] I think I use the motor vehicle registration. (Inaudible) New Hampshire resident motor vehicle registration (inaudible). I guess I have one of those already.
Interviewer: [00:36:23] Okay.
Gabriel: [00:36:24] So did the registration. Motor vehicle registration.

Interviewer: [00:36:27] Okay. All right. I'm going to go next door and ask my partner if she has any other questions that she wants to ask /and

Gabriel: [00:36:32] /Sure

Interviewer: [00:36:32] I'll be right back.

[1 minute 6-second break]

Okay, so we have one last thing for you to do. If you could write your name on the top of it and then we're going to make you go through it one more time.

Gabriel: [00:37:56] Okay

Interviewer: [00:37:57] Okay

Gabriel: [00:37:57] Yup

Interviewer: [00:37:58] So...

Gabriel: [00:38:02] Just anywhere on the top?

Interviewer: [00:38:02] Yeah

Gabriel: [00:38:02] Print?

Interviewer: [00:38:03] Yes, please.

Gabriel: [00:38:10] (Inaudible)

Interviewer: [00:38:10] So, okay. Just take your highlighter pen one more time as you're reading and if you will just read back through and make sure you highlighted everything that was confusing...

Gabriel: [00:38:21] Okay

Interviewer: [00:38:21] Okay, I know you did highlight some things...

Gabriel: [00:38:23] I-I just went over it again so (inaudible) [Laughs].

Interviewer: [00:38:24] So, anything that you found that's confusing just highlight, please.

Gabriel: [00:38:30] All right.

[2 minute 12-second pause]

I read it again. This has probably, probably been like the third time. Where you're provided to provide a written statement if you do not have proof. You're required to provide a written statement signed under penalty of voting fraud if you provided false information. This comma, or this period I don't know what this is--fragment of uh, maybe it's just me--from a person? "You are required to provide a written statement from a person?" So I was right the first time. I was right the first time. I was making sure.
Interviewer: [00:42:31] Okay.

Gabriel: [00:42:32] Yeah, so you have to—that person, that person who, who you live with at that address has to write, uh, a letter or like sign a letter stating that you do live there. It could be the person you live with, the owner (inaudible). I was right the first time, I just wanted

Interviewer: [00:42:59] /Okay

Gabriel: [00:42:59] to make sure. [Laughs]

Interviewer: [00:43:01] Okay.

Gabriel: [00:43:03] (Inaudible)

Interviewer: [00:43:03] Okay, so when you went back through you didn't find anything to highlight?

Gabriel: [00:43:08] No, /just

Interviewer: [00:43:09] /Okay

Gabriel: [00:43:09] besides whatever I highlighted and again, I wish I had known what abode means.

Interviewer: [00:43:14] Uh-huh

Gabriel: [00:43:14] Some sort of property or, or agreement or contract. Leased an abode? (Inaudible)...
Interviewer: [00:43:55] Okay, thank you very much for your time. We really appreciate your input. It will help.

Gabriel: [00:43:57] Thank you.

Interviewer: [00:43:59] Yeah, and we want to improve these. Thank you very much.

Gabriel: [00:44:03] Um, do I leave all this stuff?

Interviewer: [00:44:05] Okay. Have a great day. Thank you.

[End of recorded material]
Interviewer: [00:01:11] Have you ever registered to vote?
Haleigh: [00:01:12] No.

Interviewer: [00:01:14] Um, have you ever heard that there is a website, has anyone told you or have you heard about that, that there is a website that would tell you how to register to vote?
Haleigh: [00:01:23] No.

Interviewer: [00:01:24] Okay. Um, what would you think would count as appropriate identification to be able to vote?
Haleigh: [00:01:28] Um, I.D., passport, (inaudible).

Interviewer: [00:01:40] You just tell me what you think.
Haleigh: [00:01:40] I.D., passport I think. (inaudible).

Interviewer: [00:01:43] Okay. Um, are you working right now?
Haleigh: [00:01:46] Yeah

Interviewer: [00:01:48] Okay. Would you take time off to go and register to vote and to vote?
Haleigh: [00:01:52] Um, probably not.

Interviewer: [00:01:54] Okay. And if a person were to take time off from work to go and do that, how long do you think that might take?
Haleigh: [00:02:01] Hmm, depending on where they work. Like, I work 30 minutes from where I live.

Interviewer: [00:02:11] Okay.
Haleigh: [00:02:11] So, I would say I’d have to take a half day. It’s only four hours long.

Interviewer: [00:02:14] Okay. Okay, great. That’s helpful, thank you. Okay, so now we’re going to look at these pieces of information, okay? So, in New Hampshire, if you decide you’d like to register to vote you are allowed to register 30 days before the election at the clerk’s office, or you can register if it’s closer than 30 days, um, at the place where you go vote.

Haleigh: [00:02:34] Mm-hm.

Interviewer: [00:02:35] Okay? So, this is the form that you fill out if you want to register 30 days before or on the day of the election.

Haleigh: [00:02:41] Mm-hm.
Interviewer: [00:02:41] Okay? So, I want you to take the form and look at the front and back without reading the form, okay? Just take a look.

Haleigh: [00:02:53] Okay

Interviewer: [00:02:54] Okay. First impression: does it look easy or difficult to fill out?

Haleigh: [00:02:58] Easy.

Interviewer: [00:02:58] Okay, how long do you think, again, it has front and back, how long do you think it would take you to fill out this form so that you could register and vote?

Haleigh: [00:03:07] Five minutes?

Interviewer: [00:03:08] Okay. Okay, so now you're actually going to read it, okay?

Haleigh: [00:03:11] Okay

Interviewer: [00:03:12] Um, so, what I want you to do is say what you're thinking out loud, so again with the menu example if you were looking at a menu you would be silent, but in your head you would be saying to yourself thinks like, "Well, I had fish yesterday so I'm not going to get fish today."

Haleigh: [00:03:28] Mm-hm.

Interviewer: [00:03:28] Oh, they're saying this is Al fresco, I wonder what that means, okay?

Haleigh: [00:03:31] Mm-hm.

Interviewer: [00:03:31] So, when you're going through this, I want you to just think aloud so I can know what you're thinking. Okay?

Haleigh: [00:03:39] Um, let's see. Hmm (inaudible). I mean, one through, nine, the first nine are common sense. My name (inaudible) registering to vote, and I (inaudible) - I don't know my work number. [16-second pause] (Inaudible). Yes.

Interviewer: [00:04:39] Okay, just the first page for /now.

Haleigh: [00:04:39] /Oh. Yup.

Interviewer: [00:04:41] I didn't necessarily hear any of your thoughts. Is there anything you want to share?

Haleigh: [00:04:45] I just don't know my work number?

Interviewer: [00:04:46] That was the only one?


Interviewer: [00:04:56] So, the first time you went through, did you notice the part over there on the right that you just looked at that starts with new registration?

Haleigh: [00:05:02] Um, not 'til I looked again.
Interviewer: [00:05:05] Okay, good to know. All right, so will you take this highlighter, if I can go back through it and um, highlight anything that you think is a little difficult to understand. I know you said work number. [6 second pause] So, you highlighted city ward?

Haleigh: [00:05:23] Yeah

Interviewer: [00:05:23] Okay

Haleigh: [00:05:25] Um, and then this (inaudible) number. Um, (inaudible) [14-second pause] I think that's all.

Interviewer: [00:05:56] Okay, good. I'll take that. And then I'll (inaudible). So, I'm going to point at a section and then I'm going to read it and then tell me how you would explain it to someone in your own words, okay?

Haleigh: [00:06:07] Okay

Interviewer: [00:06:07] And certainly look at it while you try to explain it in your own words. So, it's this part down here on the bottom right--um, bottom left right there.

Haleigh: [00:06:14] [Laughs] (inaudible)

Interviewer: [00:06:17] (inaudible) my mouth.

Haleigh: [00:06:19] I understand that to go in this ward or town I must be 18, must be a U.S. citizen, must live in this ward or town, I understand a person can only claim only one state and one city. Um [9 second pause] By registering, you're acknowledging you're not going to vote in another state or city declaring New Hampshire as where you're gonna [sic] vote and realize I'm not qualified to vote the state or federal elections of another state. Um, if I have any questions I can ask the supervisor of the checklist.

Interviewer: [00:07:10] Okay. So, were you kind of reading it word for word, or were /you sort of...

Haleigh: [00:07:16] /Hm, a little.

Interviewer: [00:07:17] Okay

Haleigh: [00:07:19] You know you just have to be 18 and a U.S. Citizen...

Interviewer: [00:07:22] Okay

Haleigh: [00:07:22] (Inaudible) Um, you can only claim one state and one city and upon temporary absence the person has the intention of returning /(inaudible) vote.

Interviewer: [00:07:36] Okay, can you say that part in your own words?

Haleigh: [00:07:41] Um, where you're voting is going to be the place that like, even if you leave, that you have the intention to go back there.

Interviewer: [00:07:53] Okay.

Haleigh: [00:07:53] I guess you're home (inaudible).
Interviewer: [00:07:56] Okay, thank you. Alright, now um, let me, let’s see. Let me ask you if, you would feel comfortable, now that you have read this, okay? Would you feel comfortable signing this part on the bottom right? And you can take a look again.

Haleigh: [00:08:12] (inaudible)

[9 second pause]

Yeah

Interviewer: [00:08:24] Okay. All right, um, I’m going to ask you about two terms up-up here on the other side. Do you know what Democratic self-government means?

Haleigh: [00:08:35] No

Interviewer: [00:08:37] Okay. Do you know what verifiable action means?

Haleigh: [00:08:41] Mm-hm

Interviewer: [00:08:42] Okay, so you said no? I’m just making sure the recording is catching /it (inaudible)...

Haleigh: /Oh, yeah, sorry.

Interviewer: [00:08:46] Okay, no problem. Okay. Great, so now if you will turn it over, um, I want you to do the same thing where you read it and you highlight anything that is a little difficult to understand, /okay?

Haleigh: [00:08:58] /Okay.

Interviewer: [00:09:00] And you can highlight just one word, you can highlight a whole sentence, you can highlight the whole paragraph. /Um

Haleigh: [00:09:07] /Okay

Interviewer: [00:09:06] If you don’t feel like highlighting everything /you can circle (inaudible) with that pen.

Haleigh: [00:09:08] /[Laughter] (inaudible)

[8-second pause]

I don’t understand that.

[2 min. 11-second pause]

Okay

Interviewer: [00:11:30] Okay, thank you. Um, okay, so let’s look at two sections I’m going to point two, okay? Um, so, the top of the page there are at least two sections where there are lines, /okay?

Haleigh: [00:11:40] /Mm-hm
Interviewer: [00:11:41] Can you say in your own words what these mean?

Haleigh: [00:11:46] Um, you initial next to the top one. If you have not presented the evidence and understand that you must mail it in or bring it in...

Interviewer: [00:11:58] Okay

Haleigh: [00:11:59] ...in a certain amount of time, and failing to report or provi-, bring the evidence and the (inaudible) official mail to your address, um, and then the second one place your initials there if you are aware that you'll be mailing anything in to the Clerk's office and officials will send your mail or take um, other actions because you didn't um, bring anything in.

Interviewer: [00:12:54] Okay, so, um, would a person initial one or both of those?

Haleigh: [00:13:16] One

Interviewer: [00:13:16] Okay. If you um, registered to vote like 32 days before the election and you were living at your parents' house but then you moved out and got your own apartment, let's say one day before the election. Now, you've just moved into your new apartment. Which address would you need to provide that evidence of?

Haleigh: [00:13:41] Um, the second one where you actually live.

Interviewer: [00:13:47] Okay. All right. Um, is this information clear enough that you would feel comfortable signing this form?

Haleigh: [00:13:56] Mm, [7 second pause] Yeah, I just would um, need to see a main document, this document, receive the doc-, document produced by the Secretary of State, um, that describes the items that would be used as evidence.

Interviewer: [00:14:23] Okay, understood. Um, now if this were the real life, okay, and someone gave you this office, this document at the Clerk's office, would you read this or would you skim it?

Haleigh: [00:14:32] Probably just skim it.

Interviewer: [00:14:34] Okay. And what would that mean, exactly? What would you be doing as you skimmed it?

Haleigh: [00:14:40] Can try to see which one that I needed to initial.

Interviewer: [00:14:42] Okay. Okay, great. Thank you. Okay, so now we're going to move to the other form, all right? And this is, or actually, (inaudible) first name right there at the top right. Okay. Okay. So, if you register at the polling place on the day of the election and you haven't brought the proof of where you live and you're given this form, okay, so take a look at this but don't read it yet, okay? So, first question? What do you think the title of that form means?

Haleigh: [00:15:16] Verify your address.
Interviewer: [00:15:18] Okay. Um, just looking at it and not reading it, what does it look like? Does it look like it would be easy or it would be difficult?
Haleigh: [00:15:26] Easy.
Interviewer: [00:15:26] Okay. So, now I want you do what you did before, which is to read it through and then, then think aloud as you go.
Haleigh: [00:15:34] Okay---as a new voter I got this acknowledgment because I don't have proof of my address, um, and I need to provide proof that this is actually my address. Um, this is the checklist of what I can use...as anything to prove my address. Let's see. My lease, if I'm in school, purchase and abode of the address. My, um, vehicle registration, if I have a minor that is at the public school and if my address is identified on a tax form, other government form. Um, and if I can't provide any of that I need a written statement saying that it's my address.
Interviewer: [00:17:08] Okay, thank you. If there were parts that were difficult to understand can you do the same thing that you did before and highlight?
Haleigh: [00:18:11] (inaudible)
Interviewer: [00:18:11] Okay, fair enough. Um, all right, so, up here with these bullets, there are these five places where there are lines, okay? For each one I would like you to tell me what a person could bring in as proof of where they live? Okay?
Haleigh: [00:18:27] Um, establish...(inaudible). Um, if you're at, like, if you're at college show that you're at that college, um...
Interviewer: [00:18:40] So, what would you (inaudible)...
Haleigh: [00:18:44] Mm, I don't know. So, um, people who live off campus they bring all these.
Interviewer: [00:18:53] Okay
Haleigh: [00:18:53] Um, or, something, a document from the school saying what you look like.
Interviewer: [00:18:57] Okay.
Haleigh: [00:19:00] This one, you can bring in your lease.
Interviewer: [00:19:03] So that's the second one?
Haleigh: [00:19:02] Yup. Um, (inaudible).
Interviewer: [00:19:16] So for the third one, /you're
Haleigh: [00:19:17] /Mm-hm
Haleigh: [00:19:21] This one, the registration from the car.
Interviewer: [00:19:22] Okay
Haleigh: [00:19:23] Um, and then this one right here, something from the school that your child goes to saying that they go to that school.

Interviewer: [00:19:34] Okay, wha-, what kind of document would say that?

Haleigh: [00:19:42] I don’t know.

Interviewer: [00:19:43] Okay, fair enough. Okay, now, um, let’s look down here, uh, at this paragraph that starts with if you had no other proof, okay?

Haleigh: [00:19:52] Mm-hm.

Interviewer: [00:19:53] Um, I know you did already read it, but if, if you want to read it again, can you try to explain it in your own words, please.

Haleigh: [00:20:00] If you don’t have proof of any, uh, like showing your address—so any of these, um...

Interviewer: [00:20:08] And you’re pointing at all the bullets?

Haleigh: [00:20:09] Yup.

Interviewer: [00:20:09] Okay.

Haleigh: [00:20:10] You don't have any of those things, you don't have proof, you can provide a written statement and (inaudible)...

[7-second pause]

…you can provide a written statement to the Town Clerk within ten days of the election or 30 if it’s open at your Clerk's office is open less than 24 hours.

Interviewer: [00:20:41] Okay, and what does that written statement consist of?

Haleigh: [00:20:45] Um

[12-second pause]

Saying that you live at that address and signed by whoever manages that address.

Interviewer: [00:21:07] Okay. Okay, now this next one that starts (inaudible) verify /(inaudible)

Haleigh: [00:21:13] /Mm-hmm

Interviewer: [00:21:13] Okay, could you state that one in your own words, please?

Haleigh: [00:21:22] That this form needs to be brought in within ten days of the election or 30 if your Clerk’s office is open 20 hours or less a week.

Interviewer: [00:21:30] Okay. Where would you find the address, of, um, if you were going to mail this, or would you find the address to mail it to?

Haleigh: [00:21:43] Just look up my Clerk's Office online.
Interviewer: [00:21:44] Okay, um, the last question about this form. Do you have any suggestions to make this form more clear?

Haleigh: [00:21:53] No, I think this is pretty, I mean you could add the address--no, because, um, I guess every town would have to have their own address.

Interviewer: [00:22:03] Okay, anything else at all?

Haleigh: [00:22:07] No

Interviewer: [00:22:09] Okay, all right. Um, so, we're done with those two pieces of paper and now I'm going to have you look at a website and ask your 4 questions, Okay? Okay, so the Secretary of State of New Hampshire, um, has a website and I want you to hold on then I'll /inaudible)

Haleigh: [00:22:26] [Laughs]

Interviewer: [00:22:28] Okay, so you're going to read it but you're going to stop once you get to the place where you think you've learned what you can use to prove who you are and where you live, /okay?

Haleigh: [00:22:37] /Okay

Interviewer: [00:22:37] And then you're going to tell me where you stopped and just (inaudible) it over there.


[21-second pause]

Um, I read that you can use a driver's license and a birth certificate--passport, and then, um, um, [9-second pause] And then I still have to have that, driver's license and birth certificate, because I have both of those.

Interviewer: [00:23:26] Okay

Haleigh: [00:23:28] So I would just read that and stop.

Interviewer: [00:23:28] Okay. Thank you. Okay, um, can you, uh, look around on this page and find the definition of domicile and tell me what you find?

Haleigh: [00:25:36] What is the domicile for voting purposes? The fundamental idea of domicile is home.

Interviewer: [00:25:43] Okay. Um...

Haleigh: [00:25:49] (Inaudible ) It doesn't say (inaudible)

Interviewer: [00:25:52] Okay, it has more--it has several definitions for them, for a domicile. Which one would you say is the easiest to understand?

Haleigh: [00:26:02] The first one.
Interviewer: [00:26:06] Okay, um, I guess--do you have any ideas about this whole page that you've looked through now, is there anything in there that seems unclear?

Haleigh: [00:26:17] I thought to get the definition of domicile you click the 1 next to it.

Interviewer: [00:26:25] Uh-huh.

Haleigh: [00:26:26] But it wasn't bringing anything up. [Laughs].

Interviewer: [00:26:26] Okay, okay thank you. That's good feedback. Is there anything else here that you thought was unclear?

Haleigh: [00:26:33] No

Interviewer: [00:26:33] Okay, um, last question: How many items do you have to bring to prove who you are and where you live?

Haleigh: [00:26:45] Um, can I read this? [Laughs].

Interviewer: [00:26:49] Absolutely

Haleigh: [00:26:50] Okay (Laughs)

Interviewer: [00:26:50] Yes

Haleigh: [00:26:58] Two?

Interviewer: [00:27:03] Okay, and where did you get that from? Can you tell me?

Haleigh: [00:27:06] Provide documents to prove your identity, age, a driver's license and then a birth certificate or passport or any of both.

Interviewer: [00:27:17] Okay

Haleigh: [00:27:16] So, you need one from this and one from that.

Interviewer: [00:27:19] Okay. Okay, that's my last question.

Haleigh: [00:27:23] Oh. That was easy. [Laughs].

Interviewer: [00:27:25] Thank you very much for your feedback. It's helpful.

Haleigh: [00:27:27] /Take care.

Interviewer: [00:27:28] And you're all done.

Haleigh: [00:27:29] Perfect. Thank you.

Interviewer: [00:27:31] Thank you. Have a great night.


[End of recorded material]
Interviewer: [00:01:40] Have you ever been registered to vote?
Hannah: [00:01:42] No
Interviewer: [00:01:42] Okay. Um, have you ever heard or read about a website that gives you information about voting?
Hannah: [00:01:49] No
Interviewer: [00:01:49] Okay. Um, what would you think would count as appropriate information, or identification to vote?
Hannah: [00:01:55] Uh, your driver’s license, your passport, your birth certificate, your social security card.
Interviewer: [00:02:02] Okay
Hannah: [00:02:02] (inaudible)
Interviewer: [00:02:04] Okay, thank you. Do you work right now?
Hannah: [00:02:08] Yes
Interviewer: [00:02:08] Okay, would you take time off to register and to vote?
Hannah: [00:02:12] Uh, no.
Interviewer: [00:02:13] /Okay
Hannah: [00:02:13] [Laughs]
Interviewer: [00:02:14] Um...
Hannah: [00:02:15] I hope it wouldn’t take that long.
Interviewer: [00:02:17] Okay, well, let’s just say if you had to guess, how much time do you think it might take to register and to vote?
Hannah: [00:02:22] Maybe an hour.
Interviewer: [00:02:23] Okay. All right. Great, thanks. Okay, so now we’ll start looking at voter pa-, papers, /okay?
Hannah: [00:02:27] /Mm-hmm
Interviewer: [00:02:29] Um, here in New Hampshire if you decide that you want to register to vote, you may register to vote 30 days before the election at the Clerk’s Office or if it’s closer than 30 days to the election, then you can register where you go to vote.
Hannah: [00:02:42] Mm-hmm
Interviewer: [00:02:44] Okay? And I'm going to give you the form that you fill out if you want to register 30 days before or on the day of the /election.

Hannah: [00:02:51] /Mm-hmm

Interviewer: [00:02:51] and it is, if you look here. Okay, so don't read it yet.

Hannah: [00:02:57] Okay

Interviewer: [00:02:57] Just take it and look at both sides. [6 second pause] And as a second side that you can just glance at /before.

Hannah: [00:03:08] /Mm-hmm

Interviewer: [00:03:08] you ever begin reading. [8 second pause] Okay, so not having read it, um, just glanced at it, would you say it looks easy or difficult to fill out.

Hannah: [00:03:23] Um, pretty easy, I would think.

Interviewer: [00:03:27] Okay

Hannah: [00:03:29] Yeah

Interviewer: [00:03:29] Are there any parts that look hard just at first glance?

Hannah: [00:03:31] Um, probably knowing your ward number and I would think that younger voters probably don't know what a domicile address is.

Interviewer: [00:03:47] Okay

Hannah: [00:03:49] (Inaudible)

Interviewer: [00:03:51] Okay, well let's dig in a little bit more. Um, or let me ask you this first: how long do you think it would take you to fill out that form? And again, it has that second side.

Hannah: [00:04:00] Um, ten minutes.

Interviewer: [00:04:03] Okay.

Hannah: [00:04:04] Maybe fifteen.

Interviewer: [00:04:05] Okay

Hannah: [00:04:05] Yeah

Interviewer: [00:04:08] Um, all right. So, the next thing you're going to do is actually read it.

Hannah: [00:04:10] Okay

Interviewer: [00:04:11] But what I want you to do is just think aloud...

Hannah: [00:04:15] (Inaudible)
Interviewer: [00:04:15] Just like you would do with a menu or you might say, at least thinking and not saying, you know, "I better not order the potato skins. I'm not in the mood for that sort of thing. I think I will have a glass of wine." All these thoughts are going through your head that you don't normally say out loud, but wi-, as you read this, I do want you to choose to say them out loud.

Hannah: [00:04:35] Yeah

Interviewer: [00:04:35] Okay?

Hannah: [00:04:36] Uh-huh. Um, yeah, like I---no clue what the city ward is or what a domicile address is.

Interviewer: [00:04:46] Okay.

Hannah: [00:04:48] I would think that that's where you live, like if you have a P.O. Box, your mailing address is different and uh, um [8-second pause], the rest of it seems to make a lot of sense. Party affiliation. Everyone should know that last four of their social. Yeah, and you definitely need to have a driver's license to register and that was on here. Um, [6 second pause] this just says you're trying to register to vote.

Interviewer: [00:05:32] And you were pointing at which section /when you...

Hannah: [00:05:36] /at the...

Interviewer: [00:05:36] when you said that?

Hannah: [00:05:36] The affi-, the affidavit.

Interviewer: [00:05:37] Okay

Hannah: [00:06:19] And the back, needs a lot more (inaudible) of your domicile address is where you legally (inaudible). (Inaudible) much more sense. Yeah, but this is even pretty self-explanatory. This shouldn't take very long to fill out (inaudible).

Interviewer: [00:06:41] Okay, whoops. Do you mind taking this highlighter and then looking once again all the way through it /and

Hannah: [00:06:48] /Mm-hmm

Interviewer: [00:06:48] Highlighting things that are difficult to understand?

Hannah: [00:06:50] Yeah, absolutely.

Interviewer: [00:06:50] And you mentioned a few there, so.

Hannah: [00:06:52] Yeah, absolutely.

Interviewer: [00:06:52] Thank you.

Hannah: [00:06:53] Yup.

[25-second delay.]
Just highlight that part on the back. I didn’t get the back page actually in-- first it might become a little easier to fill out. Everything else was fairly self-explanatory.

Interviewer:  [00:07:48] Okay

Hannah:  [00:07:48] (inaudible)

Interviewer:  [00:07:48] Okay, so I’ll just say that you have highlighted the number two, domicile address.

Hannah:  [00:07:52] Mm-hmm

Interviewer:  [00:07:52] And also the city ward, and on the back page you highlighted domicile and then you highlighted all of the first six paragraphs.

Hannah:  [00:08:01] Mm-hmm

Interviewer:  [00:08:02] Okay---as being somewhat difficult to understand.

Hannah:  [00:08:05] Yeah

Interviewer:  [00:08:05] Okay, great. Thank you. Um, okay, so the next question is--I’m going to point to a paragraph down here that starts with, "I understand that to vote. Okay?"

Hannah:  [00:08:17] Mm-hmm

Interviewer:  [00:08:17] Can you tell me what that says? If you had to explain that to someone in your own words, what does that say? Take your time.

Hannah:  [00:09:09] Okay, so this says that to vote in New Hampshire, you have to be 19 years old, and you have to be a citizen of the United States and you must live in New Hampshire. So, this actually explains what being domiciled is, and that is when you leave the state for a--like a chunk of time and then you have the intention of coming back. But it doesn’t necessarily mean that you do. So, if you aren’t residing in New Hampshire at that time you cannot vote in New Hampshire. You have to vote where you reside.

Interviewer:  [00:09:41] Okay. Okay, and so were you--how far down did you read down just now? Can you point to it?

Hannah:  [00:09:49] (inaudible)

Interviewer:  [00:09:49] Okay, okay, great. Um, all right. Uh, I’m going to ask you if you know a couple of terms that are on the back, okay? And then I’ll let you look over there. Um, do you know what democratic self-government is?

Hannah:  [00:10:05] I know that it it’s a democracy that everybody is supposed to vote and have equal say as to what elected upon.

Interviewer:  [00:10:13] Okay. Um, and how about verifiable action?

Hannah:  [00:10:18] No clue.
Interviewer: [00:10:18] Okay, so let’s turn it over and then you can see at the very top—and then if you come across those terms and you feel they are not understandable in context, you could highlight them.

Hannah: [00:12:24] Yeah, it’s not clear as to what democratic self-government necessarily means. And...

[1 minute 16-second pause]

...With the instructions on the back, makes sense, but wanting to place your initials next to a paragraph [8-second pause], and the paragraphs themselves make sense, I guess it’s just the top paragraph that doesn’t. It can be very confusing, cause [sic] I’m not entirely sure what it means myself.

[24 second pause]

And that’s it.

Interviewer: [00:14:05] Okay. Um, let me ask you this. Can you find where it tells you what to do on this form if you can’t prove where you live?

Hannah: [00:14:14] Um

[44-second pause]

I think it’s here.

Interviewer: [00:15:01] And you’re pointing at the second place with the line for initials?

Hannah: [00:15:04] Yeah

Interviewer: [00:15:05] Okay

Hannah: [00:15:05] Right above it says, "I understand that if I do not have any documentary evidence of my intent to be domiciled at this address, I must place my initials at the following paragraph." And this is just saying that if you don’t documentary evidence of the actions carrying out my intent to be domiciled at that address I will not be mailing or delivering evidence to the Clerk’s Office. So, I’m not exactly sure if you don’t have any like, documentation, you can’t commit to (inaudible)...

Interviewer: [00:15:34] Mm-hmm

Hannah: [00:15:36] So, basically all you have is this form as proof that you live there.

Interviewer: [00:15:39] Okay

Hannah: [00:15:40] So, I guess that’s how it comes across.

Interviewer: [00:15:42] Okay, thank you.

Hannah: [00:15:43] Yeah
Interviewer: [00:15:43] Thank you for putting some thought to that. Okay, so let me ask you this: On the front page, um, now that you've looked through it a couple times, would you feel comfortable signing this section right here on the bottom right?

Hannah: [00:16:09] Hmm

[12-second pause]

I would if my domicile address and my mailing address were the same.

Interviewer: [00:16:25] Okay

Hannah: [00:16:26] Um, it--I don't know why it, it goes back to that, but it doesn't seem like there's a clear definition of as to what a domicile address is.

Interviewer: [00:16:33] Okay

Hannah: [00:16:34] And that in itself is kind of confusing. If that---if this---if number two wasn't even on the form, then I would feel 100% confident in signing that.

Interviewer: [00:16:44] Okay

Hannah: [00:16:44] Yeah

Interviewer: [00:16:45] Okay, thank you.

Hannah: [00:16:45] Yes

Interviewer: [00:16:46] Okay, um, let's see here, uh, would you normally if you were really there at the Clerk's Office and you got this form, would you read this document or or skim this document?

Hannah: [00:17:01] I would skim this document.

Interviewer: [00:17:02] Okay

Hannah: [00:17:03] Mm-hmm

Interviewer: [00:17:03] Okay, would there be any words you were looking for?

Hannah: [00:17:07] Um, probably not. I would just want to get the general understanding of what I'm signing.

Interviewer: [00:17:14] Okay

Hannah: [00:17:16] So...

Interviewer: [00:17:16] Okay, thank you for that. Um, okay, so if you were to um, let's say that you lived at your parents and you registered to vote. But then when the time, let's say, 32 days before the election. But then when it came time for the election, you had moved into your own apartment

Hannah: [00:17:36] Mm-hmm
Interviewer:  [00:17:37] Um, which place would you need to prove as yours in order to register to vote

Hannah:   [00:17:45] Um, you would need to do an address update, and you would need to prove that the apartment you moved into was where you live.

Interviewer:  [00:17:54] Okay, okay thank you. Um, okay we have another form.

Hannah:   [00:17:59] Mm-hmm

Interviewer:  [00:17:59] All right, so if you filled this form out if you were registering to vote at the polling place on the day of the election...

Hannah:   [00:18:08] Mm-hmm

Interviewer:  [00:18:08] ...and you have not brought the proof of where you live and they would give you this form. Okay? So, I'll give it to you and you can start to read it. Just kind of glance at it again.

Hannah:   [00:18:12] Okay

Interviewer:  [00:18:16] First question: what do you think the title of the document means?

Hannah:   [00:18:22] Um, verifiable action of domicile I would say it's like verifiably where you are residing.

Interviewer:  [00:18:33] Okay


Interviewer:  [00:18:43] Okay, there a little---there a little doubt, but you /think

Hannah:   [00:18:45] /Yeah

Interviewer:  [00:18:45] it means verifying /where you live.


Interviewer:  [00:18:48] Okay. Okay. Um, as you glance at that document do you think it makes, do you think it looks easy or difficult to understand?

Hannah:   [00:18:57] The bottom half looks easy. Um, without reading it, the top half, it looks like it might be hard to understand.

Interviewer:  [00:19:09] Okay

Hannah:   [00:19:10] So, just skimming it...

Interviewer:  [00:19:11] Uh-huh

Hannah:   [00:19:12] Yeah

Interviewer:  [00:19:12] Okay, so same thing again where I'd like you to read the entire thing and then as you go through it just express your thoughts and opinions about it, okay?
Hannah: [00:19:20] Okay.

[1-minute 17 second pause]

So, this makes a little bit more sense just reading the bullet. (Inaudible) just check off the things that you have done that the government can prove that you live where you do. So like one of them is doing like, (inaudible) a minor child, in a publicly funded school for the town or ward that you live in. Um, or like purchasing your home. Uh, yeah. I-, identify the address on voter registration forms as your admissible address and you can get other government issued forms of identification or you can use your tax forms to prove you live there.

[17-second pause]

Yeah, that's supposed to be you have no other proof of verifiable acts establishing domicile and your domicile is at an abode rented, leased or purchased by another, your name is not listed on the rental agreement or deed, you are required to provide a written statement signed under penalty of voting fraud if false information is provided from a person who is listed on such document. That makes a lot of sense. So then you just fill out the form in here. Pretty set to go.

Interviewer: [00:22:12] Okay, so that your action what, let me say it this way: can you just say this part that you were kind of reading out loud? Can you say that again in your own words. You're free to look at it, but...

Hannah: [00:22:22] Yeah, absolutely. So, it's basically saying that if your name isn't on some kind of like legal paper that says that you live there, like your mortgage statement or your tax forms or like your lease or anything like that, then you need to hand write a written statement and like, you need to sign it and the person whose name is on those forms needs to sign or else you're committing voter fraud.

Interviewer: [00:22:45] Okay. Thank you. Okay, let's go back up to the bullets and I'll ask you a few questions...

Hannah: [00:22:51] Okay

Interviewer: [00:22:51] ...about what actions you would take.

Hannah: [00:22:51] Mm-hmm

Interviewer: [00:22:52] Okay, so um, these bullets uh that start here with "established"...

Hannah: [00:22:58] Mm-hmm

Interviewer: [00:22:58] Okay? And then down to enrolled, /okay

Hannah: [00:23:00] /Yeah, absolutely.

Interviewer: [00:23:01] So, for this first one that says "established", what could a person use to prove where they live based on that bullet there?
Hannah: [00:23:09] Uh, you can use your [six-second pause]. (inaudible) Well, it says the added institution of learning at the address on the voter registration form. So, I'm assuming like, an acceptance letter to a school, cause [sic] that makes it sound like somebody's in college and then when (inaudible) um, but you can also use like, your taxes.

Interviewer: [00:23:42] Okay, so for the top /ones...


Interviewer: [00:23:47] Okay. And when you mention taxes...

Hanna: [00:23:50] Mm-hm

Interviewer: [00:23:52] ...was that, is that something you got from this bullet right here?

Hannah: [00:23:56] No, that's just common knowledge...

Interviewer: [00:23:58] Okay.

Hannah: [00:23:59] ...to prove you residency.

Interviewer: [00:24:00] Okay, and then the next bullet that starts with the word "rented", what could a person bring to prove where they live?

Hannah: [00:24:09] A lease.

Interviewer: [00:24:10] Okay

Hannah: [00:24:12] An apartment (inaudible).

Interviewer: [00:24:14] Okay

Hannah: [00:24:17] And then, er-, purchasing the house probably like the deed to the house makes the most sense, so and then fourth bullet down is you bring either your identification card if you don't drive or your driver's license in the new state that you're living in. And then the last one, I'm not exactly sure how you can prove that your child is put into a public school, so I would assume you would need to get something from the superintendent's office, or like a report card from the school to show that your child goes there.

Interviewer: [00:25:03] Okay, any other thoughts about that bullet list?

Hannah: [00:25:08] No, not really. It makes quite a bit of sense.

Interviewer: [00:25:09] Okay

Hannah: [00:25:09] That's all.

Interviewer: [00:25:11] Okay, great. Um, now there is a paragraph down below these next bullets that starts with, "If you have no other proof." How would you explain that paragraph and just that paragraph in your own words?

Hannah: [00:25:24] Mm-hmm
Interviewer: [00:25:26] And take your time.

Hannah: [00:25:35] Yeah, so this just that if you don't proof but you need to write on the piece of paper that you live at that address and the person who can verify that you live at this address, so like if your name isn't on a deed or a lease or uh, any of the documents noted above then the person who is on those documents needs to verify.

Interviewer: [00:26:00] Okay

Hannah: [00:26:00] ...that you do live there.

Interviewer: [00:26:03] And I'm sorry I made you explain that a second time.

Hannah: [00:26:04] No, that's fine. That's fine. [Laughs]

Interviewer: [00:26:06] Okay. Um, and then okay that next paragraph. Can you explain that one in your own words that starts with "This verifiable action of domicile form?"

Hannah: [00:26:18] Yup, so this is just saying so that document here along with any written statement that have if you don't have anything that goes above, so like, if you needed a written statement that needs to be at the Clerk either by mail or a person within 10 days of the election or within 30 days if the Clerk's Office is open fewer than 20 hours per week.

Interviewer: [00:26:45] Okay, thank you.

Hannah: [00:26:45] You're welcome.

Interviewer: [00:26:47] Um...

Hannah: [00:26:47] That's a very specific rule.

Interviewer: [00:26:48] [Laughs] Where would you find the address of where you would mail that stuff or where you would go to give them the proof of where you live?

Hannah: [00:26:58] I know most of them, it's just the town hall. But I'm sure that could probably find it somewhere online.

Interviewer: [00:27:06] Okay

Hannah: [00:27:08] So, that's—it doesn't look like it's on this form.

Interviewer: [00:27:12] Okay

Hannah: [00:27:12] So—cause [sic] it would definitely be different depending on what town you lived in, so, cause [sic] this is for the whole state, so...

Interviewer: [00:27:19] Okay

Hannah: [00:27:19] Yeah

Interviewer: [00:27:19] All right, thank you

Hannah: [00:27:20] Yup
Interviewer:  [00:27:21] Do you have any suggestions now that you’ve been over this form that might, where you think, um, it could change the form to make it easier for people to understand?

Hannah:  [00:27:33] I actually think this form is pretty easy to understand.

Interviewer:  [00:27:34] Okay

Hannah:  [00:27:34] Yeah

Interviewer:  [00:27:36] And I know, um, you already read the entire thing and I appreciate you giving me your thoughts on it, but do you mind going back and highlighting anything that you did find hard to understand?

Hannah:  [00:27:46] Yeah, absolutely.

Interviewer:  [00:27:46] Okay, thank you.

Hannah:  [00:27:48] The one thing that seems just kind of odd just because most people don’t know what the document is, is the RSA

Interviewer:  [00:27:54] Okay

Hannah:  [00:28:00] (Inaudible) just because most people probably wouldn’t take the time to look up what the RSA is or know what the forms are called (inaudible). So, it’s really just that kind of stuff.

Interviewer:  [00:28:18] Okay. Now we’re going to move away from these paper forms and I’m going to show you a website...

Hannah:  [00:28:26] Okay

Interviewer:  [00:28:26] ...and ask you four questions.

Hannah:  [00:28:29] Yeah, absolutely.

Interviewer:  [00:28:30] Okay, so there is a website maintained by the Secretary of State of the State of New Hampshire and I want you to look at it and read but stop when you get to where you think you found what you can use to prove where you live.

Hannah:  [00:28:43] Okay

Interviewer:  [00:28:45] Okay? And you’ll tell me where you stopped and just pull it over there so it’s comfortable to read.

Hannah:  [00:28:49] Yeah, absolutely.

Interviewer:  [00:28:50] So, I’ll ask you, again, four questions.

Hannah:  [00:29:00] Okay

Interviewer:  [00:29:30] Okay. So, where did you stop?
Hannah: [00:29:34] Uh, I originally stopped here and then I decided to go on because if you can't—if you don't have a driver's license, a birth certificate, a passport or a pass card or a naturalization document, or a real I.D. then you can sign an affidavit under oath in front of an elected official, which I thought was important information because not everybody has those documents probably available. And then, if you can't prove your identity, then you can't really prove your address because normally those two go hand in hand. Um, so then you need to be able to prove your domicile address, which is also on the other form. But it tells you that you can use your, uh, driver's license, a document from a school that you attend, so...(inaudible)

Interviewer: [00:30:29] Um, so, just for the recording. So when you said you originally stopped somewhere you were pointing at the section that says "Driver's license and birth certificate."

Hannah: [00:30:39] Yup

Interviewer: [00:30:39] Right? And then as you said you decided to keep going.

Hannah: [00:30:41] Yes

Interviewer: [00:30:42] Okay. Okay, great.

Hannah: [00:30:44] For me, I could stop at the "Driver's license" and other things, but other people might need to keep going.

Interviewer: [00:30:49] Okay

Hannah: [00:30:50] Yeah

Interviewer: [00:30:51] Okay, thanks for that. Um, can you find the definition of "domicile" on this page? And again, take your time.

Hannah: [00:31:28] So, an inhabitant's domicile for voting purposes is that one place where a person more than any other place has established a physical presence and manifests an intent to maintain a single continuous residence for domestic, social and civic purposes relevant to participating in democratic self-government. And that is what a domicile is.

Interviewer: [00:31:52] Okay

Hannah: [00:31:53] In regards to voting, so...

Interviewer: [00:31:56] Okay. Thank you. Um, as you read—I know you didn't read the whole thing—but the parts that you read, can you tell me anything that you saw, uh, that seemed unclear to you?

Hannah: [00:32:08] Democratic self-government. Um, maybe civil purposes. That's about it. In that paragraph.

Interviewer: [00:32:19] Okay. And if you want to go back up to the part that you read the form and list of driver's license, etcetera...
Hannah: [00:32:25] Mm-hm. [9 second pause] Um, probably "pass card" or "a real I.D. compliance driver's license." I think that's just like, a non-driver I.D. They are just like, terms that not everyone has heard, I think. But other than that, it seems fine, it's just like the lingo that's used...

Interviewer: [00:33:02] Okay

Hannah: [00:33:02] ...so. But I think that might vary from state to state so that makes sense.

Interviewer: [00:33:02] Okay

Hanna: [00:33:07] Yeah

Interviewer: [00:33:08] My last question is this: how many items do you need to bring to prove where you live?

Hannah: [00:33:16] That's a good question.

[26-second pause]

It doesn't say. And it gives you a list of documents that you can use, but it doesn't say how many you need, and if it does, it's not easy to find.

[27-second pause]

Yeah, it doesn't say.

Interviewer: [00:34:34] Okay

Hannah: [00:34:34] Yeah. I just read the entire list, and it's not hiding in there either. The list is also kind of hard to read. You can tell where each bullet point would be, because it all starts with a capital "A", but it gets kind of jumbled. The organization could be a little bit better.

Interviewer: [00:34:53] Okay

Hannah: [00:34:53] Yeah

Interviewer: [00:34:56] Okay, okay thank you for your feedback.

Hannah: [00:34:58] No problem.

Interviewer: [00:34:58] This is going to be super helpful.

Hannah: [00:34:59] Good, I'm glad.

Interviewer: [00:35:02] I'm going to go next door and see if my partner has anything else that she wants me to ask you

Hannah: [00:35:05] Absolutely. Absolutely.

Interviewer: [00:36:02] And she DOES have an idea. So, let me close this, and we'll go back to the registration form.
Hannah: [00:36:06] Okay
Interviewer: [00:36:06] I'll give you this again. Let's see. Okay, um, whoops, not that one. (papers shuffling). Bear with me.
Hannah: [00:36:21] That's fine.
Interviewer: [00:36:26] This is. For Heaven's sake. (papers shuffling)
Hannah: [00:36:41] There's like, a long side on the back.
Interviewer: [00:36:43] Yes, good point. Thank you. Okay, so we are going to go back to that side. So, let's talk again about these two spots with the lines. Can you read this section and tell me what you would initial?
Hannah: [00:36:58] Okay
Interviewer: [00:36:59] Okay
Hannah: [00:37:59] So this is basically just saying that if you check off the top one, that you, you have this form and you have it filled out and that you have the intent to mail it or present it at the Clerk along with any other documents you need to establish to verify domicile. If you check off the bottom one, it's saying you have no documentary evidence of the intent to be domiciled at an address that's stated on this form, and that you haven't gotten any, like, notification of documents you would need in order to be verified at that address.
Interviewer: [00:38:46] Okay. So, would a person check one or both?
Hannah: [00:38:50] One
Interviewer: [00:38:50] Okay
Hannah: [00:38:54] Definitely not both, unless you're really confused. [Laughs]. So...
Interviewer: [00:38:57] Okay
Hannah: [00:38:57] Yeah
Interviewer: [00:38:58] That's my last question.
Interviewer: [00:39:00] Okay, thank you so much.
Hannah: [00:39:01] Welcome, thank you /very much.
Interviewer: [00:39:02] You have a (inaudible).
Hannah: [00:39:03] Awesome
Interviewer: [00:39:04] And oh, last thing if you can just write your name, and your um, your first name only on the right of the form, and the top right of this other form.
Hannah: [00:39:22] Awesome
Interviewer: [00:39:22] Okay, thank you, Hanna.
Hannah: [00:39:24] No problem. Have a great rest of your day.
Interviewer: [00:39:26] Okay, you too.
Hannah: [00:39:27] Thank you.

[End of recorded material]
Kristen – Dec. 18, 2017 1:15 p.m.

Interviewer: [00:00:00] (inaudible) I come from Charlotte, and I’m not used to snowing and I am not used to all the down jackets that are showing up today.

Kristen: [00:00:11] Oh yeah, I love the long--- not a fan of the cold, but the scarves the hats and the gloves and...

Interviewer: [00:00:16] it’s all cozy.

Kristen: [00:00:19] ...yeah, it’s fun and the change and the boots.

Interviewer: [00:00:21] And the boots.

Kristen: [00:00:22] Yes, I can pull out my boots now [laughs]

Interviewer: [00:00:25] Well, thank you, I want to thank you so much. I am Deborah (B) thank you for agreeing to answer some questions about two pieces of information that people need to read and uh, fill out in order to register to vote.

Kristen: [00:00:41] Okay

Interviewer: [00:00:42] And that I am correct that you have not ever registered to vote?

Kristen: [00:00:43] No

Interviewer: [00:00:45] Okay. So uh, wanted you to know I am an independent consultant and I have been hired to test the materials. Not to test you. So, as we go thru all of this information, uh, your comments ah, I will ask for suggestions. I’ll ask you to highlight and circle information that you might find to be a lit confusing, if there is any. So, we’ll go through the questions that I’ll have for you.

Kristen: [00:01:17] Okay

Interviewer: [00:01:18] We do have some one person there who is taking notes.

Kristen: [00:01:21] Okay

Interviewer: [00:01:22] So, just so [laughs] Ah, we are going to record your actions and your opinions. And at various times I may ask you to say a little more about your, what your comment /was

Kristen: [00:01:36] /Okay

Interviewer: [00:01:37] and you know maybe try to loo-, think deeper about ah, th-, the materials

Kristen: [00:01:42] Okay
Interviewer: [00:01:43] Um, again, we are not testing you. In every case were going to ask if it is easy to find the information? How well the information is explained and then I'm going to ask you questions about the information and the design of it as well.

Kristen: [00:01:58] Okay

Interviewer: [00:02:00] Okay, so in this ah, case cause [sic] you never registered to vote for, which is great. Because then cause [sic] you're seeing this material for the first-- as would someone else who was, had never registered to vote. I want you to think about this in terms um, showing up at the polling place the day of the election. Because you can register the day that you vote.

Kristen: [00:02:30] Mm-hmm

Interviewer: [00:02:30] And then ah, we will go through the information from there.

Kristen: [00:02:33] Okay

Interviewer: [00:02:33] Okay, so I am going to ask you a couple of questions about the process. So, um, because you never registered to vote. If you decided you wanted to register to vote. Where would you go to find information to find out what you had to do?

Kristen: [00:02:50] Um, I guess I would probably just ask a friend.

Interviewer: [00:02:55] Okay

Kristen: [00:02:55] Yeah or the internet.

Interviewer: [00:02:56] Okay, and have you heard, or read, or seen anything that ah, tell you there's a specific website to go to?

Kristen: [00:03:06] Yeah, I am sure I have. Yeah.

Interviewer: [00:03:08] Okay, All right. And um, before I ask you questions about the documents, what do you think you would have to bring with you in order to prove who you are and where you live, etc.?

Kristen: [00:03:24] Probably like maybe two forms of I.D. or just one.

Interviewer: [00:03:27] Okay

Kristen: [00:03:28] I.D. or your birth certificate/

Interviewer: [00:03:30] /Okay

Kristen: [00:03:31] and also along those lines, probably.

Interviewer: [00:03:33] Alright uh, would you say that you are confident that would be appropriate or are you uh, do you think there may be other ways that you would have to prove who you are?
Kristen: [00:03:50] No, I think that would probably be /or
Interviewer: [00:03:53] /Okay
Kristen: [00:03:53] or a bill. I mean you know, all sorts of things that they ask you for, are usually pretty easy to get.
Interviewer: [00:04:00] Okay, and so, how much time so, are you working full time or part time.
Kristen: [00:04:05] I do.
Interviewer: [00:04:05] You work full time?
Kristen: [00:04:06] Mm-hmm
Interviewer: [00:04:07] So if you were having to take time off from work to go register to vote and vote, how much time would you be willing to spend going through the registration process and at the same time then voting?
Kristen: [00:04:24] Ah, I'd say, I don't think, depending on the time of day. Um, it's probably anywhere from an hour, an hour and half or two hours.
Interviewer: [00:04:36] Okay
Kristen: [00:04:38] I guess if it is busy it would be like two hours. I think I have heard that you can kinda [sic] go right in and go right out. Go in do what you gotta [sic] do and come out.
Interviewer: [00:04:47] Okay and is that just to vote or is that in you have to fill out forms/to
Kristen: [00:04:52] /to vote
Interviewer: [00:04:52] register.
Kristen: [00:04:53] To vote.
Interviewer: [00:04:53] Okay. All right, great. So now what I am going to do is show you the forms. So the first form is the registration form. And this is the form that you would have to fill out if want to register to vote 30 days before the election, which you can do, or the day of the election itself.
Kristen: [00:05:17] Okay
Interviewer: [00:05:16] So, without um, reading much of anything does the form look easy or difficult to fill out?
Kristen: [00:05:26] Yeah, pretty easy.
Interviewer: [00:05:27] Okay
Kristen: [00:05:28] Mm-hmm
Interviewer: [00:05:28] Good, are there any parts on there. Let's just stick with the front page for now. Are there any parts on there that look, just by looking like they might be more difficult?

Kristen: [00:05:40] No

Interviewer: [00:05:42] Okay

Kristen: [00:05:43] Looks really easy

Interviewer: [00:05:43] All right, good. So now what I would like you to do-- I am going to have you read through everything, you don't have to fill anything out, but, I am going to have you read through everything and I want you to do two things. One, it's what we call a "talk aloud". So an example would be, I might be reading my own notes and one would say "Well maybe I probably shouldn't ask people why they aren't registered." But you can register 30 days before election at the clerk's office and then I might think, "Huh, I wonder where the Clerk's Office is?" So if that's the kinda [sic] thing that you're thinking about as your/reading...

Kristen: [00:06:26] /when your reading

Interviewer: [00:06:27] ...correct.

Kristen: [00:06:28] Okay, gotcha [sic]

Interviewer: [00:06:29] Right

Kristen: [00:06:29] All right.

Interviewer: [00:06:30] All right.

Kristen: [00:06:30] So you just want me to kinda [sic] go through.

Interviewer: [00:06:31] I want you to.

Kristen: [00:06:33] I mean, name and address----all...

Interviewer: [00:06:34] Yeah, but I want you to go through anything, the whole form, as if you were filling it out. And then highlight any, any words or paragraphs or sentences that you think might be confusing.

Kristen: [00:06:48] But do you need me to to all of this out loud?

Interviewer: [00:06:49] Not out loud

Kristen: [00:06:50] Okay

Interviewer: [00:06:51] No, no, no, no, I just want you to think out loud.

Kristen: [00:06:53] Just have me look it over. Okay.

Interviewer: [00:06:54] And if you ah, if there is a place where your confused or even if you go, "Well, that was easy." I just want to hear what you're thinking about as your reading it.
Kristen:  [00:07:03] Okay. Place last registered to vote. I was not so. Um, oh well. There is a spot right there that says, "If you're not, initial here".

[1 minute, 5-second pause]
Yeah, pretty straight forward.

Interviewer:  [00:08:10] Okay

Kristen:  [00:08:10] Yeah, I think it's pretty straight forward.

Interviewer:  [00:08:10] All right, so let me ask you this question what did, do you think this column on the right? Is this something you would fill out or not fill out?

Kristen:  [00:08:23] Yeah, you would fill out this top part.

Interviewer:  [00:08:26] Okay

Kristen:  [00:08:26] You would say new registration.

Interviewer:  [00:08:27] Okay, for you?

Kristen:  [00:08:29] For me, I would put it for me.

Interviewer:  [00:08:30] For you in your situation.

Kristen:  [00:08:31] (inaudible) transfer, you're moving, you would click this. I would click one.

Interviewer:  [00:08:36] All right, um, so there's nothing on this form you would highlight, that you think? So what does the word "domicile" mean?

Kristen:  [00:08:49] Um, like, where you live?

Interviewer:  [00:08:51] Okay, all right. Now just stay on the first page.

Kristen:  [00:08:54] Okay, sorry I started.

Interviewer:  [00:08:55] Yeah, no, no, no, you're fine. You're fine.

Kristen:  [00:08:57] I skip ahead

Interviewer:  [00:08:58] Do you think there are any statements on here that might require that someone ask for help? Because, if you're at the polling place, there would be someone available to help you.

Kristen:  [00:09:09] (inaudible) But if you just read it will tell you.

Interviewer:  [00:09:13] Okay

Kristen:  [00:09:14] So there maybe people though, that get stumped on that.

Interviewer:  [00:09:16] Yeah

Kristen:  [00:09:17] Yeah
Interviewer: [00:09:19] All right, is there any other places in here that you think someone might be confused or need help?

Kristen: [00:09:32] I mean, I think it is pretty straight forward—for me.

Interviewer: [00:09:36] Yeah, no, no, no /(inaudible)

Kristen: [00:09:38] /(inaudible) for me, yeah.

Interviewer: [00:09:39] I am asking you. So all right. So let me ask you a couple of questions then, to put in your own words. So, under the affidavit part right here...

Kristen: [00:09:52] Mm-hmm

Interviewer: [00:09:53] When it says "I understand that a person," so could you explain that to me in your own words?

Kristen: [00:10:05] I understand that person?

Interviewer: [00:10:08] Yeah, that whole paragraph.

Kristen: [00:10:09] Okay

Interviewer: [00:10:10] Just read it and then explain in your own words. What would you tell your friend that...

Kristen: [00:10:13] So this part is basically just verifying the information you are who you say you are, you live where you live and that you’re um, registering to vote in this town and you’re a domicile of that/ town. [Laugh]

Interviewer: [00:10:31] Okay, Alright then when it says that 'I acknowledge that I read understand the above' would you feel comfortable then signing that?

Kristen: [00:10:41] Yes.

Interviewer: [00:10:42] Okay

Kristen: [00:10:43] If you have read all of the above and that’s your second signature.

Interviewer: [00:10:49] Would you feel comfortable?

Kristen: [00:10:50] Yeah

Interviewer: [00:10:51] Okay, um, so, let’s turn this over on the other side. So let’s do something similar to what we have done before. So, read the opening paragraph to yourself and again, you can circle or talk aloud or both, really. If any information that you think would be um, difficult or someone might have some difficulty understanding.

Kristen: [00:12:01] So are they saying that if you register that you have to vote?

Interviewer: [00:12:10] Wha-, what section are you talking about?

Kristen: [00:12:15] “I understand that if I documentary of my domicile,” oh no ,so they’re not. If you’re saying you live there then that’s where you live...
Interviewer: [00:12:27] Okay.

Kristen: [00:12:28] ...and you’re going to.

[11-second pause]

(Inaudible)

Interviewer: [00:12:44] Okay, so, say you were you explaining that opening paragraph to a friend. What would you say?

Kristen: [00:12:49] So, I think what they are asking for is a document stating that you live where you live. Right, isn’t that what they are asking?

Interviewer: [00:13:00] Well, I am asking you? [Laughing] What you think this information is saying?

Kristen: [00:13:07] Yeah, they are asking you to bring proof of residence--proof of where you are, and you can either mail it in or bring it with you.

Interviewer: [00:13:18] Okay, um, and the next place by placing my initials. So would--is that something you would then initial? What is that saying to you or explain--please explain what that means.

Kristen: [00:13:33] It is saying that you, you’re aware that you need to do that. So, you’re putting your initials there to state you are aware of what you need to do.

Interviewer: [00:13:45] Okay so I need you to be a little more specific what do you need to do?

Kristen: [00:13:49] Bring your document

Interviewer: [00:13:55] And your document does what?

Kristen: [00:13:58] proves that you are in the right ward, in the right section.

Interviewer: [00:14:03] Okay, um, then continue on.

Kristen: [00:14:23] So then, if you don’t do it they are going send you a piece of mail saying do this.

Interviewer: [00:14:29] Okay, then.

Kristen: [00:14:33] They are very thorough, aren’t they? [Laughs]

Interviewer: [00:14:35] So then it says “I understand if I do not then I must place my initials next to the following paragraph”. So what does that paragraph say?

Kristen: [00:15:00] Uh, so saying that (inaudible) so, basically saying that they don’t have evidence at that time, but they are going to find some other form of documentation (inaudible).

Interviewer: [00:15:23] All right, and let me ask you this when it says um, “I am aware of no documentary evidence of actions of my intent to be domicile at this address”. What does that mean in your own words?
Kristen: [00:15:38] Saying I am aware that I don’t have any, I have not provided.

Interviewer: [00:15:43] Okay Then when it says, “I understand officials will be sending me out to this address on this form or taking other actions to verify my domicile.” Do you have any idea what those other actions might be?

Kristen: [00:16:01] Where was that? Oh, I understand, “I do not have evidence of my intent to be domiciled at this address I must place my initials next to the following paragraph.” Right, so if I am saying that I don’t fall in these criteria, that I am falling below, down here, and it will tell me what to do.

Interviewer: [00:16:26] Okay and do you know where they tell you what to do?

Kristen: [00:16:35] “By placing initials next to this paragraph I am acknowledging that I am aware that (inaudible) actions carrying out (inaudible) I will not be mailing or delivering evidence to the Clerk’s Office and understand the official will be sending mail”. Yeah, up here. I guess that’s just a second verification?

Interviewer: [00:17:02] Okay, so the second end, would you place your initials in both places or would you pick one over the other?

Kristen: [00:17:09] You would pick one.

Interviewer: [00:17:14] Okay

Kristen: [00:17:15] Yeah, you would send in the documentation or not.

Interviewer: [00:17:19] Okay, fine. And um, on the rest of this form at the, below that, would you assume that you would continue to fill out the information below those dotted lines?

Kristen: [00:17:47] Yes you would.

Interviewer: [00:17:49] Okay

Kristen: [00:18:03] Um, all of the above. I mean they’re just verifying you are who you are.

Interviewer: [00:18:14] Okay, do you have any suggestions for making this form easier to understand?

Kristen: [00:18:27] No I think it is pretty— I think it is pretty straight forward.

Interviewer: [00:18:35] Okay

Kristen: [00:18:36] You know, I guess they have to lay it out this way to make sure that they have covered everything. I think it’s you know, kinda [sic] reading between the lines. As you would have to do with a lot of forms and documents. It’s pretty straight forward.

Interviewer: [00:18:53] All right, good point. So now let’s say you brought this and you came um, and what did you say earlier you would bring with you—that you think would count as evidence for where you live?

Kristen: [00:19:06] You could probably bring any piece of mail that comes to you at your home.
Interviewer: [00:19:12] Okay um, and would you--how would you verify that was in fact?

Kristen: [00:19:21] With your I.D.

Interviewer: [00:19:21] So let’s say you’ve come and you filled out this registration form and for whatever reason whatever you brought was not sufficient-- it didn’t prove where you lived. They would then give you a form and without reading any further, just read the title and tell me what you think the title means.

Kristen: [00:19:51] This is what they would send you in the mail, probably. This is probably what you would get in the mail to verify that you live there. If you got this piece of mail, then that must mean you live there.

Interviewer: [00:20:02] Okay now what they would do is give you this at the polling place and you would take it with you. What does the term of “verifiable action of domicile”--what do you think those words mean?

Kristen: [00:20:13] So this is just a secondary piece of information.

Interviewer: [00:20:17] All right, let me ask you specific questions about it. So you would take this form with you and then because you registered to vote um, and in New Hampshire you would still be able to vote.

Kristen: [00:20:35] Mm-hmm

Interviewer: [00:20:35] But you would be given this in order to comply with the statute around voting. So, I am being careful with my words because I am going to ask you questions about it, okay?

Kristen: [00:20:51] Okay

Interviewer: [00:20:52] So, when you look at that document so you know you’re going to take this home with you, how does this document make you feel? Or what do you think just looking at it?

Kristen: [00:21:03] I can’t read it first.

Interviewer: [00:21:08] Well, I am just asking first off.

Kristen: [00:21:07] I would think that it just, I would think it’s just. Um, it’s just something they have that is part of the process.

Interviewer: [00:21:14] Okay, okay, all right, fine. Okay so now what I would like you to do is read it as you did before. Think out load or comment as you go through if you see words or phrases of complete sentences that you have to read more than once in order to understand or that might be confusing if you could just highlight that./

Kristen: [00:21:34] /Okay

Interviewer: [00:21:35] that would be good.

Kristen: [00:21:37] Okay
Interviewer: [00:21:37] And then um, I would like you to read up until the end of enrolled.

Kristen: [00:21:45] Okay

Interviewer: [00:21:45] Okay? Then I will ask you specific questions.

Kristen: [00:22:47] Yes, so it's just asking you to chose one of these. Pick one of these things to verify your--I guess domicile. (Inaudible) verify your, where you live.

Interviewer: [00:23:04] All right, let me ask you this what does “verifiable act to establish domicile”-- what does that mean? What are those words mean?

Kristen: [00:23:11] That one of these things is going to be? What verifies you?

Interviewer: [00:23:21] Okay?

Kristen: [00:23:23] What verifies your address?

Interviewer: [00:23:24] Okay so, let's look at each one of these things and I am going to ask you questions about it. So, um, to provide evidence that you have done at least one of the following. So establish residency, so how do you think you would prove that? What would act as evidence?

Kristen: [00:23:44] Bring in ah, I think again a piece of mail.

Interviewer: [00:23:50] Okay

Kristen: [00:23:51] Establish a residence.

Interviewer: [00:23:52] All right, and the second bullet? What do you think you would have to choose?

Kristen: [00:23:57] (Inaudible) Youu could uh, bring in a lease agreement.

Interviewer: [00:24:01] Okay, do you think most people would know what the word abode means?

Kristen: [00:24:06] I should hope so. (Inaudible) incredible. [Laughs]

Interviewer: [00:24:08] [Laughs] How about the third one?

Kristen: [00:24:13] Purchase and abode on the address listed on the voter. So that would be a home buyer.

Interviewer: [00:24:26] What piece of evidence do you think would count?

Kristen: [00:24:31] You can bring documentation from when you bought the house.

Interviewer: [00:24:34] Okay, um, how about the next one.

Kristen: [00:24:41] Uh, obtained a New Hampshire resident motor vehicle registration. So, proof of you car.

Interviewer: [00:24:55] And what are they then going to compare um, how would that prove where you lived? The fact that you...
Kristen: [00:25:03] Because you have to put all of your information there...

Interviewer: [00:25:05] Okay

Kristen: [00:25:05] ... here also.

Interviewer: [00:25:07] All right, how about enrolled a dependent child? What do you think could count as evidence for that one?

Kristen: [00:25:18] Because you have to put where the child is living.

Interviewer: [00:25:24] Okay but what document do you think you could bring with you if you were going to use that as your one method as proving where you live. What do you think that you would bring?

Kristen: [00:25:48] Well you would paperwork from the child's school. So I guess his registration forms from school.

Interviewer: [00:25:57] Okay, all right. Now on the next section. So, I would like you to read the next section with all those bullet points and then tell me which of these or how many of these uh, you would also need or would you also need to provide?

Kristen: [00:26:25] So is this just a continuance those from above right? Because we stopped at enrolled, but is this just continuance?

Interviewer: [00:26:33] I think that is a good place to highlight.

Kristen: [00:26:35] Okay, well because we stopped.

Interviewer: [00:26:41] Yes, oh.

Kristen: [00:26:38] I would think, in reading it I would only need one. So I'm going to check this one and stop.

Interviewer: [00:26:44] And then you would stop?

Kristen: [00:26:44] Yeah, I would stop reading all the other ones because I don't need them.

Interviewer: [00:26:45] Okay, alright that's fine. Reasonable answer.

Kristen: [00:26:51] So I would move down.

Interviewer: [00:26:54] All right, so you would skip all the rest because you have satisfied the above because?

Kristen: [00:26:58] It only asked for one item.

Interviewer: [00:27:00] Right, right and then um, so then I want you read the next paragraph, "If you have not other proof", and I want you to tell me in your own words what that sentence means.

Kristen: [00:27:13] Okay

[18 second pause]
So that’s saying if you’re not on any of the documents and someone else does it all, say like a husband or you’re renting with someone and your name is not on the lease. Um, that you just have to have send in an um, they can write a little thing and then sign it as proof of your residence....

Interviewer:  [00:27:53] So...

Kristen:  [00:27:54] ...because their name is on those documents, so.

Interviewer:  [00:27:56] Okay, so the person whose name is on the document can be the /person.

Kristen:  [00:28:02] /Yup

Interviewer:  [00:28:03] Okay, good.

Kristen:  [00:28:06] Right, and have a written statement.

Interviewer:  [00:28:06] All right, so there is nothing on this form that you would say, would be confusing to people?

Kristen:  [00:28:14] No. Nope, I think it is pretty straight forward.

Interviewer:  [00:28:19] Okay. All right, I guess. Thank you. Well, let me ask you this now. So after you looked at this form, the registration form, and then let’s say they gave you this to take home. So you were able to vote, but how much time do you think you would have to take off from work to get this done?

Kristen:  [00:28:41] I wouldn’t have to take time off from work to fill out this paperwork.

Interviewer:  [00:28:46] Okay. If you went to the polling place in order to register would you not have to take time off from work?

Kristen:  [00:28:57] If you went to the polling place? Yes, I am assuming that most of that is done during day time hours.

Interviewer:  [00:29:06] Yes

Kristen:  [00:29:07] During a 9-5 or an 8-5, I guess. You may be able to try and get in there, but that is what everybody else is going to be doing. So you probably have to.

Interviewer:  [00:29:16] So how much time do you do you work full-time or part-time?

Kristen:  [00:29:19] I work full time, but my hours are a little different, so I have a pretty flexible schedule. For me it wouldn’t be an.

Interviewer:  [00:29:28] Be an issue for you?

Kristen:  [00:29:30] No

Interviewer:  [00:29:29] Okay so that’s great. Um but how much time?
Kristen: [00:29:34] That’s for someone who’s working a 9-5 job. Um, I would say they would just say to their employer like, “Hey, I have to go and vote” you know, they would just say “Okay.”

Interviewer: [00:29:46] And how much time do you think that would take?

Kristen: [00:29:50] I don’t know. I would say depending on how busy, I would say you know they could probably get away with an hour and hour and half two hours maybe depending on how far they live from their job to where they are supposed to register.

Interviewer: [00:30:02] Sure

Kristen: [00:30:02] if you’re travelling.

Interviewer: [00:30:04] Right, of course. Okay, alright, thank you very much.

Kristen: [00:30:08] Yeah, no problem

Interviewer: [00:30:10] This is great.

Kristen: [00:30:12] I think the process is a little like, makes you kinda [sic] like wait what is there tricks on here. What is this. She’s tricking me. But no I think it’s pretty straight forward.

Interviewer: [00:30:27] When you say she’s tricking me/

Kristen: [00:30:27] /Yes

Interviewer: [00:30:27] or the forms.

Kristen: [00:30:28] You

Interviewer: [00:30:28] Oh, okay.

Kristen: [00:30:29] Just because of the whole process.

Interviewer: [00:30:31] Yes, yes.

Kristen: [00:30:31] They just wanna [sic] see how our brains work.

Interviewer: [00:30:40] Yeah, it’s more are there other places if you had this paperwork would you be confident that you could comply with what’s required of you.

Kristen: [00:30:52] Yes

Interviewer: [00:30:50] Okay, let me ask you one more question as long as we’re talking about this. On the back of this there is, so I am not sure if you read that part or not. But read that part.

Kristen: [00:31:04] It looks like they’re saying if you lie on this form [laughs] (inaudible) it can be a felony so, in accordance with the penalty for (inaudible) false information. So it is saying if you knowingly and willing fully lie on this document, there can be repercussions.

Interviewer: [00:31:22] All right. All right. Thank you very much.
Kristen: [00:31:24] No problem
Interviewer: [00:31:25] Sure.
Kristen: [00:31:26] Thank you.
Interviewer: [00:31:27] I'm gonna [sic] walk you out.

[End of recorded material]
Interviewer: [00:00:05] Hi, I'm Deborah Bosley
Maryanne: [00:00:05] Hi.
Interviewer: [00:00:07] Thank you so much for coming today. We really appreciate it. So what we're going to do is um, have you give us feedback on how clear or confusing two documents are that have to do with registering to vote, okay, and um, I'm um, I'm an independent consultant who has been hired to test the documents. We're just looking for people to give us feedback on the two documents, okay?
Maryanne: [00:00:41] Mm-hmm.
Interviewer: [00:00:42] And I have a note taker in the other room, her name is Rebecca Schwartz, so she's the only one back there, okay? Um, feel free to ask questions or make comments and definitely suggestions that you have as you go through and I ask you questions about these, this material, okay? So there's no right or wrong answer, all right? Do you have um, any questions before we start?
Maryanne: [00:01:09] No
Interviewer: [00:01:09] Okay. So let me ask you just a few things um, so you've, you're not registered to vote, is that correct?
Maryanne: [00:01:19] No
Interviewer: [00:01:19] Okay, if you decided you did want to register to vote do you know where you would go to find out what you had to do?
Maryanne: [00:01:29] I would, I think I would go to the town hall.
Interviewer: [00:01:31] Okay, and um, have you heard or read about a website specifically to give people information on registering to vote?
Maryanne: [00:01:39] No.
Interviewer: [00:01:43] Okay, so if you did decide you were going to register to vote you could register the day of an election, and you would have to bring uh, proof of who you are, so what evidence or what documents or what information do you think you would bring that would be suitable to allow you to register and then to vote?
Maryanne: [00:02:05] I would think my driver's license would be one. Um, I think maybe any other form of identification maybe a proof of residence...
Interviewer: [00:02:19] Okay.
Maryanne: [00:02:20] ...in, in uh, my home town.
Interviewer: [00:02:22] Okay and so what do you think would count as proof of residence?
Maryanne: [00:02:27] Um, well I mean uh, a-- I forget what it's called. It's a--if your car is registered, maybe the registration for the car would be the proof of residence.

Interviewer: [00:02:48] Okay, great. Um, and are you currently working?

Maryanne: [00:02:52] No.

Interviewer: [00:02:55] Okay, you're a college student?

Maryanne: [00:02:54] Mm-hmm

Interviewer: [00:02:57] Okay, so how much time do you think, if you were going to register to vote and um, how time do you think it would take once you were at the polling place for you to register and to vote?

Maryanne: [00:03:11] I mean, I don't think it would take that long. I would assume that it would take maybe 10 minutes or 15 minutes.

Interviewer: [00:03:21] Okay. All right, great. And how much time would you be willing to spend?

Maryanne: [00:03:29] Um, probably as much time as needed.

Interviewer: [00:03:33] All right great. So let's say you did decide to register to vote, and as I said, you can do that at the polling place on the day of--of the election. So let's imagine that that's what the situation is, and here is the form and you can also fill this registration form out 30 days prior to the election if you wanted to as well. But let's say that we're at the polling place right now. So it's two sides and without reading it just take a quick look at both sides and tell me if it looks like it would be easy, uh, for you to read and fill out---or difficult.

Maryanne: [00:04:27] Um, just like...(inaudible)

Interviewer: [00:04:30] Just like the design and how it looks. Does it look like it would be reasonably easy to fill out and read or does it look like it would be a little more complicated to fill out and read?

Maryanne: [00:04:44] I think it's pretty easy to understand. That it would be pretty easy to fill out.

Interviewer: [00:04:52] All right, so let's do this. Um, I, I'm going to have you do two things. I'm going to have you go through here and using a highlighter, highlight words, sentences, phrases, anything on here that uh, that you think is not clear, all right? And then, let me tell you one more thing, and then if you can do this, uh, it's very helpful, it's talking aloud while you're reading. So let me give you a situation that you'd be familiar with to explain it. So let's say you go to a restaurant and you're looking at the menu and you go, "Oh, I love clam chowder, let me really see, (inaudible) but I'm here in New Hampshire. No, I think maybe I'll have a burger but I don't really want the fries." So while you're trying to read and make a decision you're kind of having this kind of internal conversation with yourself, right? Have you ever done that? I mean, we all do that. So as you're reading this, if other thoughts about this form come into your mind, I'd like you say those out loud if you can. Okay?
Maryanne: [00:06:08] Okay

Interviewer: [00:06:10] Do that and also highlight areas where there's some confusion or where you think you have a question, um, so it could be words it could be phrases it could be sentences and then if something is very clear to you then you don’t need to highlight it.

Maryanne: [00:06:28] Okay

[17-second pause]

I'm not really sure what "city ward" means.

Interviewer: [00:06:48] Okay. That's good though, that's the kind of talk aloud that I'm looking for.

[51-second pause]

No, just stay on the first page.

Maryanne: [00:07:41] Oh, the first (inaudible)

Interviewer: [00:07:42] Yeah, that's fine.

Maryanne: [00:07:48] I think everything else here is pretty understandable. They're just a few, uh, like "city ward" and "domicile". I'm not entirely sure what that word means. I'm assuming that it means that your main address...

Interviewer: [00:08:06] Okay.

Maryanne: [00:08:11] ...but, it's not exactly, that clear to me.

Interviewer: [00:08:15] The meaning of those words?

Maryanne: [00:08:17] Mm-hmm

[10-second pause]

And just "city ward." I'm not entirely sure what that means as well. Other than that I can, it's pretty--I can understand it.

Interviewer: [00:08:32] Okay, so let me ask you uh, uh, a couple of specific questions then. So in your own words can you tell me here where it says, "I understand that a person can claim," can you tell me how would you explain that to someone else or just in your own words--what is that telling you?

Maryanne: [00:08:58] Um, I guess I would say that it, so, so a person can only state that, can only um, can only say that they have, so you can only claim one place of residence.

Interviewer: [00:09:28] Okay, and how would you say that in your own words?

Maryanne: [00:09:32] Um, you can only say that you live in one place.

Interviewer: [00:09:40] Okay, okay thank you. Um, so what about the penalty information. Do you understand what that is saying? Can you tell me what that means in your own words, too?
Maryanne: [00:10:01] So if you don't, if you don't give, if you give, um, information that's basically faulty information then, then basically you'll go to jail for the maximum sentence...

Interviewer: [00:10:25] Okay

Maryanne: [00:10:28] ...and you will be charged a fine-- $2,000.

Interviewer: [00:10:33] All right, so given all of that and everything you've read and the places you've highlighted, would you feel comfortable signing this?

Maryanne: [00:10:45] Yeah.

Interviewer: [00:10:48] Okay, all right. So now let's do this. Let me, um, before we go to the second side I'm going to, there are a couple of phrases that are used on the next page and I'm going to ask you ahead of time if you would know what they mean. Would you know what the phrase, "democratic self-government" means?

Maryanne: [00:11:07] (inaudible)

Interviewer: [00:11:09] Okay, and would you know what the phrase, "evidence of verifiable action" means?

Maryanne: [00:11:19] By itself, not really.

Interviewer: [00:11:21] Okay and did you say out loud or about democratic self-government or did you just shake your head?

Maryanne: [00:11:26] No, I didn't say anything about that. I don't think so.

Interviewer: [00:11:29] Okay, no that's now why I'm asking you. I need you to say yes or no.

Maryanne: [00:11:34] Oh, okay.

Interviewer: [00:11:36] So do you understand, it's okay [laughs], it took me a second, I think you just shook your head. Do you know what the phrase, "democratic self-government means."

Maryanne: [00:11:42] No.

Interviewer: [00:11:43] Okay, thank you. All right so now, if you fill out this form and then you don't have the required information for your age, your identity, etc. your domicile. Then of course you have to turn over the second page and then there's more information and more action that you have to take. So what with this, what I'd like you to do is read the opening paragraph and then explain to me in your own words what that opening paragraph is saying.

Maryanne: [00:12:16] Do you want me to read this paragraph out loud?

Interviewer: [00:12:18] No, but I do want you to talk it through as you did before or highlight something, anything you don't understand.

Maryanne: [00:12:57] Yeah, I think this "democratic self-government" is kind of confusing in the text of the sentence.
Interviewer: [00:13:04] Okay, thank you.

Maryanne: [00:13:26] So I'm assuming that "documentary evidence of my intent," like in the context of the sentence is probably (inaudible). I'm guessing it's like the other side of this paper. If that's what it means. It's so, it's still pretty confusing to me. This phrase.

Interviewer: [00:13:58] Evidence of my intent to provide...

Maryanne: [00:14:01] Um-hmm

Interviewer: [00:14:02] Okay, to be domiciled.

Maryanne: [00:14:05] Mm-hmm

Interviewer: [00:14:08] Do you know what it means to be domiciled.

Maryanne: [00:14:10] Not really.

Interviewer: [00:14:11] Okay. So let's stop right here, though. So tell me in your own words what this paragraphs says.

Maryanne: [00:14:57] So I think it's saying that you understand. I understand that the information that I enter, that I gave before is basically to—oh, I think it's saying that this, the previous um, information that I filled out is saying that it will make, so it says this the one place (inaudible) the actual, like either the town like this certain, yeah, the certain town that I'm going to vote in.

Interviewer: [00:15:50] Okay.

Maryanne: [00:15:54] Um, and then the rest of it is saying that uh, you have to provide um, I guess evidence of like your um, residency in that town.

Interviewer: [00:16:10] Okay.

Maryanne: [00:16:12] Uh, and it said I think yeah, within like a certain amount of time before but following the election so, it's basically just saying that um, basically this is just, I understand it. All this information that I filled out is to show that I'm going to register to vote in this certain place.

Interviewer: [00:16:43] Okay.

Maryanne: [00:16:43] In a certain amount of time.

Interviewer: [00:16:48] Okay, now the next, where there' a blank space by "placing" so, let's say that you well, well read that and then tell me what you think that one means as well.

Maryanne: [00:17:59] Um, I think that this paragraph is a little confusing.

Interviewer: [00:18:01] Okay, the one with the uh, "by placing my initials," the first one, /okay.

Maryanne: [00:18:06] Mm-hmm.

Interviewer: [00:18:07] And what do you think is confusing about it?
Maryanne: [00:18:11] Um, it, it seems to me that there is a lot of information put in to, into one paragraph. Especially like the thing that's in parenthesis here. I know that um, that it's there like just in case there is some places where uh, like the office, th-, the days that the Clerk's Office is different, but um, I feel like maybe it was in, if there's like an asterisk next to um, election, like, 10 days following the election, if it was at the bottom of the page then um, for like as a reference. I feel like that would be maybe a little better, because it just seems like there's a whole bunch of information condensed into this one paragraph, and it's kind of hard to wrap my mind around it.


Maryanne: [00:19:13] Um

Interviewer: [00:19:14] So if you showed up at the registration and you didn't have proof of where you lived would you be, would you initial this?

Maryanne: [00:19:35] Yeah.

Interviewer: [00:19:38] All right, so let's continue. So read the next two sentences and then read the next "by placing initials."

Maryanne: [00:19:56] So I can understand the first sentence.

[6 second pause]

And the second.

[47-second pause]

So I think this uh, third, this paragraph right here, that one with the um, below this one here...

Interviewer: [00:21:03] Yeah, the second, "by placing my initials."

Maryanne: [00:21:13] I'm thinking this is saying that you're uh, not, that you're signing this saying that you're not going to mail anything to the Clerk's Office, except I don't--this paragraph like, is a little bit confusing to me as well.

Interviewer: [00:21:43] So, can you tell the difference between the first one and the first initial paragraph and the second initial paragraph?

Maryanne: [00:21:50] Well this first one is saying that I didn't, when I went to register to vote I didn't provide any evidence of my residency. That's the first one. For the second one, um I am not really sure...

Interviewer: [00:22:28] So will you highlight again any of the places or sentences or paragraphs or words that you though were, could be clearer or you thought were confusing.

Maryanne: [00:22:50] I would say the whole thing. So should I just...

Interviewer: [00:22:53] Yeah, just circle the, circle it or highlight it. Whatever you feel like doing is fine. Okay, so uh, would you feel comfortable signing this after having read through.
Maryanne: [00:23:12] I, I don't think I would be.

Interviewer: [00:23:15] And would know you which of these two to initial.

Maryanne: [00:23:21] Um, I would know to initial this one.

Interviewer: [00:23:22] The first one:


Interviewer: [00:23:25] And that's because?

Maryanne: [00:23:26] It's easier to understand than the second one.

Interviewer: [00:23:33] Great, all right. So uh, let me ask you just kind of another question in general. So if you were presented with something that had this much text on it would you be likely to actually read word for word or would you likely skim it?

Maryanne: [00:23:51] I would probably skim it.

Interviewer: [00:23:51] Skim it. Okay. And what, what would you be, would you be looking for anything in particular, or...

Maryanne: [00:24:05] I would most likely see, look at, um, at least in like where I placed my initials here on the first one, on the first one, I would say, I would most likely look at, um, I must mail or person present evidence of actions (inaudible) intent within 10 days. /i

Interviewer: [00:24:27] /All right

Maryanne: [00:24:27] would most likely look at that. Mostly the places where it has the days the numbers...

Interviewer: [00:24:33] Okay, that would get your attention.

Maryanne: [00:24:36] Mm-hmm

Interviewer: [00:24:36] Okay.

Maryanne: [00:24:39] And then for the second one um, I don't think there is anything that would pop out.

Interviewer: [00:24:48] All right, thank you. So um, oh let me ask one more thing. So, if you failed, or if you didn't provide any evidence of where you lived because of course you know now that you have to, what would be the consequences? What would happen? And you can look on that if you want to. But, what would be the consequences?

Maryanne: [00:25:17] Uh, I would say that you're at risk of uh, yeah the town or the state not allowing you to register to vote.

Interviewer: [00:25:30] Okay, all right. So let's say, so w-, we've gone to the polling place--oh would you mind putting your name, just your first name up here? Thank you. So you were not able to, you didn't bring with you whatever they considered to be something that proved where you live so you're gonna [sic] have to go home or wherever and then
come back, or somehow, pro-, may-maybe not come back to the polling place, there are other options, but you're gonna [sic] have to provide some evidence. All right? So they have a form that they give you and without reading it what do you think, "Verifiable action of domicile" means?

Maryanne: [00:26:32] Um, I'm not really sure.

Interviewer: [00:26:41] Okay, all right. So let's take your highlighter and highlight that, then. All right so now we're gonna [sic] take this chunks at a time. And you're doing a great job, so, very helpful. So as you read through like you did before, tell me if there, if you have thoughts about what you're reading, uh, I-, let me start out with this question first: is this something that you would likely in a, you're sitting at home and you're trying to figure out, um, what you have to provide as evidence, would you be likely to skim this or would you be likely to read it through carefully?

Maryanne: [00:27:25] I'd most likely just skim through the whole thing...

Interviewer: [00:27:27] Okay.

Maryanne: [00:27:27] ...because it's so, because it's like a big piece of paper. It has a lot of information on it. I most likely just not want to read though the whole thing and just sign everything and just then just check it in and then I wouldn't like read anything.

Interviewer: [00:27:44] Okay, all right. You're a very honest person. Thank you very much. [Laughs]. Okay, so let's do this. Now I am gonna [sic] make you read it. So read the opening paragraph here and then in, tell me in your own words what that says. And again, use your highlighter for anything that you think is difficult to understand or confusing or if it's easy to understand and they'll know that when you tell, tell me.

Maryanne: [00:28:53] So I'm assuming this means---oh no. Um...

Interviewer: [00:29:02] So this you would have turned in at the polling /place?

Maryanne: [00:29:05] /Yeah

Interviewer: [00:29:05] Bu then this you would have likely taken home.

Maryanne: [00:29:11] I don't, I wouldn't have seen this before.

Interviewer: [00:29:15] The RSA?

Maryanne: [00:29:16] Yeah

Interviewer: [00:29:16] Okay

Maryanne: [00:29:17] So, I wouldn't really understand, cause [sic] I'd, I'd look at this and I'd see one, then I'd look up and I'd see seven, so I wanna [sic] what they'd be talking about really.

Interviewer: [00:29:33] So you wouldn't understand the difference between the two.

Maryanne: [00:29:37] Mm-hmm
Interviewer: [00:29:38] Okay, why don’t you...

Maryanne: [00:29:39] Okay (inaudible)

Interviewer: [00:29:41] Okay, so but, what it, what other than that so what is the first couple of paragraphs there telling you?

Maryanne: [00:29:50] Oh, uh so I got because I didn’t provide any information about where I live um, I got this piece of paper, so that’s the first part. And then the second one would be, this basically just tells you what you can use, you can use to provide as evidence that you can provide to, that you can give to the town or I guess your City Clerk. Um, yeah I think that, that’s (inaudible)

Interviewer: [00:30:38] Okay and so let’s start with just the first, uh, just down to here. So read each of these and then tell me what you think, cause [sic] it says uh, a checklist, so tell me what each of these mean. So, "established residency", "rented or leased," etc.

Maryanne: [00:31:10] So I think this first one would basically just be uh, your home...

Interviewer: [00:31:17] Okay

Maryanne: [00:31:17] ...um, the second one, um, I’m not quite sure what this one means, "abode."


Maryanne: [00:31:49] Oh, wait. Oh, this means, this means a house, I think. "Purchased an abode at the address listed on the voter registration form." So that would be your home address.

Interviewer: [00:32:02] Okay.

Maryanne: [00:32:05] Um, I guess in the context of this it would be a little confusing one. This one is not.

Interviewer: [00:32:14] In the context of the one above about rented or leased?

Maryanne: [00:32:17] Mm-hmm.

Interviewer: [00:32:19] Okay

Maryanne: [00:32:19] But the sec-, this one here is easier to understand.

Interviewer: [00:32:23] The one, purchased an abode.

Maryanne: [00:32:23] Mm-hmm

Interviewer: [00:32:23] Okay

Maryanne: [00:32:26] And then you just wanted me to go to here?

Interviewer: [00:32:28] Yeah

Maryanne: [00:32:30] Okay

Interviewer: [00:32:32] To, "enrolled."
Maryanne:  [00:32:41] This part right here uh, I would probably just ignore that.

Interviewer:  [00:32:49] Okay, that's more of the RSA.

Maryanne:  [00:32:51] Yeah, or like the technical kind of thing, talk. Uh, but this part here, like the vehicle registration, driver's license, then I'd say, then this, this would be easier to understand, this part here.

Interviewer:  [00:33:11] Okay

Maryanne:  [00:33:12] Um

Interviewer:  [00:33:16] So what are you supposed to do or what action, what are you supposed to do with that list of--down to "enrolled dependent minor?"

Maryanne:  [00:33:27] Um, basically I guess if you have, if you have a child who is in school in a town then that would count, I guess that is, uh, proof of the (inaudible) vote in that town.

Interviewer:  [00:33:51] Okay so let me ask you kind of a broader question. So you have a list of those, "established, rented, purchased, obtained, enrolled," but what is the purpose of them giving you that list? What are you supposed to do with that list?

Maryanne:  [00:34:09] Um, basically to tell you uh, like kind of, what can you give, what you can give to the town, um, to prove that this is where you live.

Interviewer:  [00:34:26] Okay, so for example in the first one, "establish residency at an institution of learning at the address on the voter registration form," what do you think would be appropriate or would work as evidence?

Maryanne:  [00:34:42] Um...

Interviewer:  [00:34:44] Like you're a college student, so what do you think would be appropriate to give them? It has to do with your being at an institution of learning.

Maryanne:  [00:34:56] So an institution of learning is probably a school.

Interviewer:  [00:34:59] Yes

Maryanne:  [00:35:03] Um, I could give them, established residency, so I could give them my driver's license.

Interviewer:  [00:35:09] Okay

Maryanne:  [00:35:09] ...and that would be considered proof, considering I'm a college student I don't own an apartment or anything like that so that would probably be, and since I also don't have a car where I'm at college, well I mean, I do have a car but not the um, I wouldn't have the registration on me at the time so the only thing I would be able to give is my driver's license, probably.

Interviewer:  [00:35:41] And then what would you do with the blank spots there?

Maryanne:  [00:35:51] Um, I think...
Interviewer:  [00:35:55] Does it tell you what you're supposed to do...

Maryanne:  [00:35:57] No, I wouldn't, I wouldn't really know what to do. I would think of it like a checklists, so when I'd look at this, um, I'd get confused when I'd get to like, enrolled and enrolling dependent minor child because I don't have any kids or anything like that.

Interviewer:  [00:36:18] Okay

Maryanne:  [00:36:19] Um, but other than that, I'd probably just, I would kind of skim this. Well then I'd, I'd skim this...

Interviewer:  [00:36:38] The top paragraph.

Maryanne:  [00:36:40] Yup. Then, I'd read through this and while looking through it I'd probably get confused when I'd get to the part, to this part here or, "rented or leased an abode" and I'd get confused and then I'd go back to this and then probably read it more carefully...

Interviewer:  [00:37:01] Okay

Maryanne:  [00:37:01] ...and then try to read it again and make more sense of it.

Interviewer:  [00:37:03] Okay, so read again the sentence that introduces the list.

Maryanne:  [00:37:17] So I think this, see, this checklist and then, shall be used as a guide, so then I'd look at, it would be used as a guide for what you may use as evidence and say, "okay, this is, I don't have to fill everything out, I just have to bring..." and then I'd see only one item on the list is required. So I'd say, "Okay, I don't, all I have to bring is one of these things."

Interviewer:  [00:37:40] Okay. Now did you see both of those pieces of information when you read through the beginning the first time?

Maryanne:  [00:37:47] Yeah, I did the first time. But if this is just me by myself at home then I probably wouldn't...

Interviewer:  [00:37:54] You probably wouldn't. Okay. So when you said that you didn't understand what these, uh, th-, the, the check-, the uh, the established rented purchased, and then you would go back and read again but at home you might not bother to read that part at all...

Maryanne:  [00:38:11] Mm-hmm

Interviewer:  [00:38:12] ...and you would just right to the est-, the list itself, okay?

Maryanne:  [00:38:18] Mm-hmm

Interviewer:  [00:38:18] All right, so let's continue down. So now we have identified the address on the voter as your physical address on and we have another list. So read through those and then tell me what you think that, the purpose of that list is.

Maryanne:  [00:39:04] I think this is basically saying, um, so identify the address on the voter registration form.

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I guess this is just saying, um, basically the ways that you can tell, you can give information on where, where you live.

Interviewer: [00:39:49] Okay, and how many of these do you have to use as evidence?

Maryanne: [00:40:01] I would say just one because I'm looking at like a range for a homeless shelter or similar service provider to receive mail on your behalf so, I'm not homeless so I would basically, I would assume that I would have to like, check all these off.

Interviewer: [00:40:23] So go back to where you started from. Can you give us any suggestions about how to make it clearer as to what your supposed to do for this, all the bulleted list?

Maryanne: [00:40:43] Um, I would, I would probably put more emphasis on saying that this just a guide that you can use as evidence so that people wouldn't get confused as like when they read through this and they see all this, all these different pieces of information because I know personally myself like I just told you before that I just go straight to this part here...

Interviewer: [00:41:15] To the list.

Maryanne: [00:41:17] Mm-hmm. Um, and for college student, I would say they would probably do the same thing. I mean, they might skim through this part, but um, I think like the first sentence here is important to be at the top.

Interviewer: [00:41:38] What sentence is that?

Maryanne: [00:41:40] As a newly registered voter you got this document because you didn't, um, provide any uh, proof of like, your residence or anything like that. Uh, the second sentence uh, I think people would just probably read this top part...

Interviewer: [00:42:01] Okay

Maryanne: [00:42:02] ...and then go straight to here.

Interviewer: [00:42:08] And then go straight to the list.

Maryanne: [00:42:10] Yeah and then go straight to the list.

Interviewer: [00:42:11] I'm just saying where you're pointing to, so in the transcripts.

Maryanne: [00:42:12] Mm-hmm, yup. Uh, and then, um, then they go through the list and then I'd say, then they get confused and they'd probably go back to the information at the top again um, and then finally read the part where it says, "shall be used as a guide for what you use as evidence," and then say, "Okay, I guess this is just a list, of, I don't have to check all these off, just look through them."

Interviewer: [00:42:43] Okay, okay. So emphasizing the instructions in some way.

Interviewer: [00:42:50] Okay. All right, thank you. So now let's look at a specific paragraph. So and again, don't forget to use your highlighter...

Maryanne: [00:43:00] Yeah

Interviewer: [00:43:00] ...if you need it. Um, this para-, "If you have no other proof," so read that and tell me in your own words what that means.

Maryanne: [00:43:46] "Domicile" would be confusing. Do you want me to just read like the first part, not this part?

Interviewer: [00:43:53] Yeah, just the first sentence. The, excuse me, the first little paragraph there.

Maryanne: [00:44:14] So I think this, this part here is saying if you can't provide any proof of where you live you have to give, you basically have to write out that you know, this is, this is where I live. For, "a person who is listed on such document." I'm not entirely sure what document they're talking about here.

Interviewer: [00:44:50] Okay.

Maryanne: [00:44:53] But I get like, the overall—okay, signed by that person who manages the property. So basically saying if you can't, if you can't provide any information on um, where that you live in that town what area, you have to get, you have to write a statement saying this is, this is where I live and then the person who owns that house, let's say for me it would be my parent, they'd have to sign that piece of paper, that statement saying, "Yes, this person actually lives here. Um, they're not providing false information."

Interviewer: [00:45:35] All right. Um, and then what about the paragraph right after that?

Maryanne: [00:45:46] Uh, this last one is just saying um, basically, this written statement that you've given, that you give, um, is to be de-, you should, uh, you'll have del-, give it to town or the Town Clerk either by just like mail or you actually go there within a certain time of the election.

Interviewer: [00:46:14] And where would you find the address of where you would send this?

Maryanne: [00:46:22] Um, I think what I'd do is I'd just, if I didn't know where the Town Hall was uh, I'd probably just Google it.

Interviewer: [00:46:37] Okay. All right, that's reasonable. So I'm going to just ask you a couple of other questions. So if you were um, let's say you came in and you filled out this registration form and then uh, you did it 30 days before the election, which is fine, and then you mail, uh, then you moved. Which address would be considered the one that would be appropriate? The one on the registration form on the one that you, the current one or would that be an issue at all?

Maryanne: [00:47:21] Um, I guess it would depend. Would I be registering to vote? Did I move to like a different town?

Interviewer: [00:47:30] No, let's just say you moved to a different address.

Interviewer: [00:47:33] So you moved out of your parents' apartment or house rather and you got your own apartment.

Maryanne: [00:47:39] Um, I would most likely use my new address um, to register to vote. So, what would be your question again? I'm sorry.

Interviewer: [00:47:52] Okay, so that's fine. So if you have already filled out this registration form and had your parents' address and then you had, you, you didn't listen, let's say you didn't have proof of that, right? So you took this home and then you have 30 days to provide proof. But in those 30 days you moved into your own apartment...


Interviewer: [00:48:13] ...then what, which one would count as proving where you live?

Maryanne: [00:48:23] I would use...

Interviewer: [00:48:24] Or how would you find out what to do in terms of your address?

Maryanne: [00:48:28] Um, I think I'd have to go back to the Town Hall and ask them. But if I, if I had to use an address I'd most likely use my um, parents' address.

Interviewer: [00:48:44] Okay.

Maryanne: [00:48:45] Because at least for me that would probably be the safe option.

Interviewer: [00:48:51] Okay, and that would be the one you'd already put on the registration form.


Interviewer: [00:48:55] Okay. All right, so do you have any suggestions for one, we're going to do one more thing, cause [sic] I think I have you until 12:15, so that will give us enough time. Do you uh, have any suggestions then for making this form easier to read other than you mentioned something about reordering the sentences at the beginning and maybe some emphasis. There any other suggestions?

Maryanne: [00:49:27] Um, well I think everything else is pretty easy to understand for me. I just think that the first part that I had talked about before would probably be the biggest thing.

Interviewer: [00:49:43] All right. All right. Well let me show you, have you heard about a website that was created to help people understand, um, how to register to vote and what counts as identification, etc.?

Maryanne: [00:50:00] Mm-mm

Interviewer: [00:50:00] No. Okay, I didn't answer for you, just, you shake your head again so [inaudible]. . . [Laughs]

Maryanne: [00:50:06] No [inaudible] [Laughs]
Interviewer: [00:50:07] That’s okay. All right, so I’m gonna [sic] show you, there actually is a website, and I’m gonna [sic] show it to you and the first question I’m gonna [sic] ask you is: At what point would you stop reading because you feel like you know what information you have to bring to register? So at what point would you stop reading?

Maryanne: [00:50:40] When it gets to a New Hampshire driver’s license, I’d stop reading there.

Interviewer: [00:50:43] Okay.

Maryanne: [00:50:44] Because I’d look at it and say, "That’s a lot of words. I don’t want to read those."

Interviewer: [00:50:47] Okay. A lot of words th-, that /comes

Maryanne: [00:50:50] / [inaudible]

Interviewer: [00:50:51] after that.

Maryanne: [00:50:52] Yeah, it’s a lot of information and I’d be thinking, you know, I don’t want to spend hours here just reading through all of this.

Interviewer: [00:50:59] Okay. So let me ask you this: Can you find the definition of, "domicile"?

Maryanne: [00:51:11] Just looking through all of this, here?

Interviewer: [00:51:13] Just looking through the whole site. You’re just, the whole page.

Maryanne: [00:51:21] Just by skimming through it I can’t, no I wouldn’t, uh, no I wouldn’t be able to...

Interviewer: [00:51:28] You wouldn’t see it?

Maryanne: [00:51:28] Mm-mm

Interviewer: [00:51:29] No. Okay. All right, and if you were um, going to, let me show you the definition, so it’s down here. So they, they’re giving you a number of definitions. So can you highlight which one you think is the easiest to understand?

Maryanne: [00:51:58] The first one.

Interviewer: [00:51:58] Okay and why would you think that was the easiest?

Maryanne: [00:52:04] It’s, it’s like it’s short and it’s too the point.

Interviewer: [00:52:09] Okay

Maryanne: [00:52:10] Um, that would be the first one that I’d look at because it’s just the easiest one to understand. It doesn’t have a whole bunch of information just going into more detail about what it actually means.

Interviewer: [00:52:23] Okay. All right. Great. Um, do you have any questions for me or any other comments you want to make about the documents or the website?

Maryanne: [00:52:35] No
Interviewer: [00:52:35] Okay. All right. Thank you so much, you've been very helpful. Really, you've given us a lot of really astute comments. Oh, did you write your first name?

Maryanne: [00:52:45] Oh, (inaudible)

Interviewer: [00:52:45] That's okay.

Maryanne: [00:52:52] (Inaudible) write my last name too, or...

Interviewer: [00:52:53] (Inaudible) No. Great, have a wonderful day. Thank you so much.

[End of recorded material]
Interviewer: [00:00:03] Okay. All my stuff together—okay. So, I want to thank you for coming in and giving us some of your time.

Matt: [00:00:11] No problem.

Interviewer: [00:00:13] And what we’re going to do is ask you to give us feedback on how well or poorly written two documents are that have to do with registering to vote.

Matt: [00:00:21] Okay.

Interviewer: [00:00:24] Okay? And um, uh, feel free to ask questions or make comments as we go through. I will ask you several questions about each of the documents as well, um, I may ask you to clarify something, uh, ask you to say more about it, or “what do you mean?” etc. There are no right or wrong answers because we’re testing you, we’re not testing your reading ability or your analytical ability. We’re really just testing the document to see where people might find it easy to understand or where it might be difficult to understand.

Matt: [00:01:00] Okay.

Interviewer: [00:01:00] Okay. Does that make sense to you?

Matt: [00:01:02] Yeah.

Interviewer: [00:01:02] Okay, and I’m not tricking anybody [laughs] /either

Matt: [00:01:05] /[Laughs] All right.

Interviewer: [00:01:05] okay? All right. We do have Rebecca Schwartz is in that room, uh, the law and order room, um, taking notes.

Matt: [00:01:13] Okay...

Interviewer: [00:01:14] Okay, and uh, we will only use your first name so you will not be identified in any way with any of this material.

Matt: [00:01:21] Fine.

Interviewer: [00:01:22] Okay? All right. So, uh, in the state of, North, uh—I almost said North Carolina, where I’m from. In the state of New Hampshire you are able to register the same day that you vote. So, I’m going to start with a registration form. But let me ask you this question, um, where would you go to find out how to register to vote, what would you do—if you decided you did want to register, where—what would you do to get information on that process?

Matt: [00:01:56] Probably the Town Hall.
Interviewer: [00:01:57] Okay. And um, have you heard anything or read anything about a specific website developed to help people understand how to register or how to prove where they live?

Matt: [00:02:13] I have not.

Interviewer: [00:02:14] Okay. And then, um, do you work full time or part time?

Matt: [00:02:19] Uh, full time right now as an intern.

Interviewer: [00:02:21] Okay, oh, I used to run an internship program, so /!

Matt: [00:02:25] /yeah

Interviewer: [00:02:25] know all about internships. How much time, if you decided you did want to register to vote on the day of the election, how much time would you be willing to take off from work in order to go to vote--to register and to vote?

Matt: [00:02:42] Probably 30-45 minutes.

Interviewer: [00:02:43] Okay. All right, thank you. Okay, so now I'm going to ask you specific questions about the forms themselves. Here we go. All right, so here is what the form, the registration form looks like. It's two pages. So just glancing at the first two--the two pages, tell me whether or not it looks--you don't have to read it--tell me whether it looks difficult or easy to fill out.

Matt: [00:03:17] Yeah, I mean it looks pretty difficult I guess.

Interviewer: [00:03:19] Okay.

Matt: [00:03:20] Yeah.

Interviewer: [00:03:21] So this is the side--I'll have you use this one instead. So here's the same one and on the back side, page two.

Matt: [00:03:28] Mm-hm.

Interviewer: [00:03:28] What does that--how does that look as far as something to fill out and read?

Matt: [00:03:33] Um, much simpler, less boxes.

Interviewer: [00:03:35] Okay. So and so you think th-, for you that the boxes, you think w-, would be a little more difficult?

Matt: [00:03:42] Yeah, I think this would be easier.

Interviewer: [00:03:43] The reading of it.

Matt: [00:03:44] Yeah

Interviewer: [00:03:44] Okay. All right. Thank you. Um, so how long do you think it would take you to fill out this form? So you'd have to fill out this side, read it, sign it, fill out the second page, read it, sign it.
Matt: [00:04:01] Uh, three to four minutes.

Interviewer: [00:04:02] Okay. All right. Now, uh, let me ask you a few questions about this form itself. I'm going to have you read through everything, just, we'll do one side at a time and I'm going to ask you to do what we do "talk aloud" when we read. So for instance, when I go out to dinner and I look at a menu--while I'm reading the menu and trying to decide what I'm going to order, I'm also thinking things like, "I know I should have a salad, but those french fries look really good," right? Or, "Well, I already had a glass of wine so maybe I should pass it up," and so I'm thinking about what I'm reading as I'm reading it.

Matt: [00:04:43] Mm-hm

Interviewer: [00:04:43] You understand?

Matt: [00:04:44] Yeah

Interviewer: [00:04:44] Yeah. So if you can apply that same principle to this as you're reading it if you come across anything that you would question, anything you didn't understand, anything that is clear you know just any comments you have as you work your way through that and then if you find something that you think is confusing or could be clearer, if you would just highlight it.

Matt: [00:05:13] Okay

Interviewer: [00:05:14] Okay?

Matt: [00:05:15] Yup

Interviewer: [00:05:15] So talk as you read if you have anything, if you have any internal comments you're making and then highlight areas if you think people, or you might be uh, the document itself might be clearer than it is.

Matt: [00:05:30] Okay, uh, domicile address, if that's even how you pronounce it. Um, maybe make that a little bit clearer.

Interviewer: [00:05:38] Okay

Matt: [00:05:43] Uh, city ward. I'm not even really sure what that is.

Interviewer: [00:05:47] Okay, great.

Matt: [00:06:17] Um, what is naturalization in regards to citizenship.

Interviewer: [00:06:21] Great.

Matt: [00:07:20] I think the rest is pretty clear.

Interviewer: [00:07:23] Okay.

Matt: [00:07:23] Yeah

Interviewer: [00:07:24] All right, thank you. So, uh let me ask a few more questions then, so is this information clear enough that you would feel comfortable signing it?
Matt: [00:07:34] Uh, yeah. I-, I would assume it would mean where you live um, for address and /(inaudible)

Interviewer: [00:07:41] /okay

Matt: [00:07:41] there wasn’t really--there wasn’t a big question but it was just, I had to like pause to think for a second...

Interviewer: [00:07:46] Okay

Matt: [00:07:46] ...whereas I think it could be a little bit clearer.

Interviewer: [00:07:48] Okay, and when you said you had to pause to think for a second, were those the places that you were highlighting and...

Matt: [00:07:54] Yeah

Interviewer: [00:07:54] ...and mentioning to me. Okay, great. Um, do you think there is statements in here that would require somebody to help you or do you think that you could understand everything below the boxes?

Matt: 00:08:15] Um, yeah. Personally, I could understand. But I could also see where someone um, wouldn’t understand that signing an affidavit is like, like a sworn testimony or like what you’re writing is all factual to...

Interviewer: [00:08:29] Okay

Matt: [00:08:29] ...to the best of your knowledge. Maybe having some more background literature on that would be helpful for someone who didn’t know that so someone wouldn’t have to explain that to them.

Interviewer: [00:08:38] Okay, that’s a very good point. No one’s actually made that point. Do you see down here the--where it says what the penalty, yup--where it says, uh, the penalty is?

Matt: [00:08:54] Yeah, so that’s in fine print with um, with fees attached to it so that might not be a good thing either.

Interviewer: [00:09:02] Okay. And not good thing meaning?

Matt: [00:09:05] Like for someone that’s signing this blindly which um, when I’m signing documents like this, if it’s just a register to vote in my town, I’m probably not going to read all these big paragraphs and stuff. So I would probably rely on knowledge I already have...

Interviewer: [00:09:21] Right.

Matt: [00:09:21] ...or I would just take it with a grain of salt and think that there’s nothing bad on it, so...

Interviewer: [00:09:27] Okay, so you would trust what it was saying?
Matt: [00:09:30] Yeah, I would trust what th-, that I'm not getting screwed by signing the /document.

Interviewer: [00:09:33] /Right. Okay. You're young. [Laughs]
Matt: [00:09:36] [Laughs] Yeah.

Interviewer: [00:09:38] Okay, so um, on the second side, so now we're going to get into more of the actual more textual language than the boxes. So here's what I'd like you to do here: I'd like you to start up at the top and then I'd like you to read all the way down to here...
Matt: [00:10:00] Um-hm

Interviewer: [00:10:00] ...and then tell me what action you would take and a-, again, using the highlighter if they're areas where you think things are not as clear as they could be also highlight them.
Matt: [00:10:14] Okay.

Interviewer: [00:10:14] Okay. And you can read it--you can talk aloud as you did before.
Matt: [00:10:19] All right. [10 second pause] (Inaudible) [12 second pause] Uh, I think the wording on "democratic self gover-, government" a little bit tricky. (phone rings) [1 minute, 40-second pause] I mean after reading that, I'm not really sure where I'd put my initials.

Interviewer: [00:12:33] Okay, and why?
Matt: [00:12:35] Um, I'm just not clear what, um, what items would be used as evidence to verify this so are some of the requirements with, like it's 10 days in some towns after the election but then 30 days in towns where the Clerk's Office is open fewer than 20 hours weekly. It's just, it's kind of confusing. You gotta [sic] go back and forth and see where you fit into this.

Interviewer: [00:13:01] Okay.
Matt: [00:13:02] So um, I mean after going through this, I kind of like the first page more than, than this paragraph heavy one.

Interviewer: [00:13:10] Okay, and so uh, why would you not know which place to initial? Uh, would you, are you required to initial both? Are you supposed to make a choice?
Matt: [00:13:24] Yeah, uh, am I supposed to make a choice or required to both? Um, [12 second pause]. Yeah, I just find that a little bit confusing or /you

Interviewer: [00:13:42] /Okay
Matt: [00:13:42] see where it could be um, considered confusing.
Interviewer: [00:13:45] Okay, so at that point would you need--do you feel you’d need to ask for help in order to understand what you had to do or would you take a guess and just initial them both and move on or would you skip it or what do you think you might do?

Matt: [00:14:04] Um, I'd probably check the bottom one...

Interviewer: [00:14:06] Okay

Matt: [00:14:06] ...and then sign it /and

Interviewer: [00:14:10] /Okay

Matt: [00:14:10] then move on.

Interviewer: [00:14:11] Okay.

Matt: [00:14:11] [Laughs]

Interviewer: [00:14:12] All right.

Matt: [00:14:12] Yeah.

Interviewer: [00:14:13] So let me ask you this question: So um, based on, on what you’ve read there and what you read on the first part, if you registered two weeks ago, so you can register before uh, election day of course. If you registered two weeks ago and you filled out the registration form. But then you moved. How do you think--which address do you think would be the valid one that you would use to vote: the one where you filled out the form or the one where you currently live?

Matt: [00:14:47] Um, well I would think that you would fill out another one of these forms to transfer it and check this...

Interviewer: [00:14:56] Okay

Matt: [00:14:56] ... after. So it would be the one that um, you currently live at.

Interviewer: [00:15:00] Okay

Matt: [00:15:00] But I think it would be up to you to go and fill out like the other form that like stating that you were transferring your address.

Interviewer: [00:15:07] Okay. All right, thank you. Do you have any suggestions for making that side of the form the part on page two—for making this easier to understand?

Matt: [00:15:20] Um, I mean that’s kind of tough because I guess you could put definitions at the bottom like, with what this one particular means.

Interviewer: [00:15:29] Uh-huh

Matt: [00:15:29] Cause [sic] I never heard it before. Um...

Interviewer: [00:15:31] Domicile
Matt: [00:15:31] Domicile

Interviewer: [00:15:33] Yeah

Matt: [00:15:33] Yeah, um, just like maybe some definitions or but it’s kind of tough because if there isn’t anyone there to ask questions then I’m not really sure how you could make something like that like simpler.

Interviewer: [00:15:47] Yeah, so if there were someone there to ask questions...

Matt: [00:15:51] Mm-hm.

Interviewer: [00:15:51] Um, r-, remember didn’t you say you would spend about 35 minutes, 30 minutes—did I ask you how long you would spend?

Matt: [00:16:00] /Yeah, 30-45.

Interviewer: [00:16:00] Okay so do you think if you had to stop and ask questions of someone that would give you, you’d still stay within that amount of time?

Matt: [00:16:11] Yeah, if there was no wait time or anything, I think that would be pretty comfortable.

Interviewer: [00:16:14] Okay. Let me ask you this: I noticed that you also highlighted, uh, a little bit on the um, the first possible checkbox. So what did you highlight there?

Matt: [00:16:26] Uh, anything that involved domicile.

Interviewer: [00:16:30] Okay.

Matt: [00:16:30] Yeah. And then the items in particular um, with the Secretary of State part.

Interviewer: [00:16:36] Okay. And what about um, and you also highlighted "democratic self-government", is that correct? Up at the top?

Matt: [00:16:43] Yeah

Interviewer: [00:16:44] Okay. All right, so let’s move on. So let’s say you’ve now completed registering...

Matt: [00:16:51] Mm-hm

Interviewer: [00:16:52] ...and then--but, you didn’t--well, let me ask you this: what document do you think you need to bring with you to prove where you live? What do you think would, would count as proof of where you live?

Matt: [00:17:07] Um, uh a current bill or your driver’s license.

Interviewer: [00:17:11] Okay

Matt: [00:17:11] Do you need multiple forms of identification?

Interviewer: [00:17:14] I don’t know.
Matt: [00:17:16] Well that, that would be something I'd like to know before I guess, because I've shown up places and then like, "oh, you only have one, you need two", like...

Interviewer: [00:17:23] Okay

Matt: [00:17:23] "go back and get it."

Interviewer: [00:17:24] Okay, so what and how many?

Matt: [00:17:28] Right.

Interviewer: [00:17:30] Okay, so you've already re- --so let's say you've registered and you've filled out this form but you didn't have with you the appropriate uh, proof of, of where you live and so they gave you this sheet of paper. So just looking at the title, don't look at anything else.

Matt: [00:17:50] All right. All right.

Interviewer: [00:17:51] What do you think the title means?

Matt: [00:17:55] Uh, actions that would verify where you live.

Interviewer: [00:17:59] Okay, good. All right, so now I'm going to ask you some questions about this. So when you look at the document just in general as you're overall sense of this that it's going to be easy or hard to fill out and/or read.

Matt: [00:18:16] Um, probably hard. There's uh, a lot of paragraphs and, and checking and stuff so, at fir--, my first impression would be that it would be hard. And you need the extended paper, so...

Interviewer: [00:18:28] Okay

Matt: [00:18:29] ...that's not a very good sign.

Interviewer: [00:18:30] [Laughs] All right, so um, what I'd like you to do with this one is just what we did before. I'd like you to start at the top and read and mark up and anywhere you don't understand or you think would be as confusing and then we'll go through and I'll ask you specific questions.

Matt: [00:18:50] All right.

Interviewer: [00:18:52] But you were right about the title.

Matt: [00:18:54] All right, thank you.

Interviewer: [00:18:55] You're welcome.

Matt: [00:19:04] Talk out loud (inaudible)?

Interviewer: [00:19:06] Sure. Definitely.

Matt: [00:19:07] Um, I-, I would like to know exactly what this was.
Interviewer:  [00:19:12] What the (inaudible)...

Matt:  [00:19:15] Yeah

Interviewer:  [00:19:14] Okay.

Matt:  [00:21:20] Yeah, I thought that was pretty clear, um, uh, the one thing that would be really stressed is that it's only one item that you need to verify where you live and stuff.

Interviewer:  [00:21:31] Okay

Matt:  [00:21:32] Um, so maybe just accentuate that point. Other than that, um, I thought that each bullet point was understandable to just read it at a glance.

Interviewer:  [00:21:43] All right, so let me ask you some questions about the first five, uh, dashes, okay?

Matt:  [00:21:50] Yup.

Interviewer:  [00:21:50] So, when it says, "Establish residency in an institution of learning," so what do you think you could use to prove that one?

Matt:  [00:22:10] Um, a report card mailed to your house.

Interviewer:  [00:22:14] Okay

Matt:  [00:22:14] Um, when you go to register for the school year each year.

Interviewer:  [00:22:19] Okay

Matt:  [00:22:19] Um, you fill out forms putting your address and stuff...

Interviewer:  [00:22:22] Okay

Matt:  [00:22:22] ...a copy of those.

Interviewer:  [00:22:23] Okay

Matt:  [00:22:26] Uh, those are probably would be what I would use.

Interviewer:  [00:22:29] Okay, and what about the second one: "Rented or leased an abode?"

Matt:  [00:22:34] Um, the lease or rider agreement---a copy of that. Um, your home owner's insurance...

Interviewer:  [00:22:44] Okay

Matt:  [00:22:44] ...or your renter's insurance, rather. Yeah, that's probably what would just, um...

Interviewer:  [00:22:50] All right, what about the next one: "Purchased an abode?"

Matt:  [00:22:53] Um, a deed. Um, that's a bit what I would think. [Laughs]
Interviewer: [00:23:05] And how about the next one?

Matt: [00:23:13] Um, when you go to register and then the DMV sends you your license in the mail after the 30 days you get a temporary one...

Interviewer: [00:23:20] Okay

Matt: [00:23:21] ...and it has your, your address on it and then the paper where it comes with your actual license. So either of those would suffice.

Interviewer: [00:23:29] Okay, good. And the next one: "Dependent minor child?"

Matt: [00:23:38] Um, so if you’re a child under 18, if you’re registering them for school that information would be used for that.

Interviewer: [00:23:48] Okay, so stop there for a minute I want to ask you a question. So all of those things and all the ones you mention...

Matt: [00:23:54] Yeah

Interviewer: [00:23:54] ...how would you know if all of those are appropriate?

Matt: [00:23:59] If they were, uh, if they all applied to me I could pick the easiest one, right? If it says bring one.

Interviewer: [00:24:05] Okay, but it doesn’t say what that one thing would be, so what if you brought something...

Matt: [00:24:13] Oh, I see what you--so it doesn’t provide examples for each one.

Interviewer: [00:24:17] Correct.

Matt: [00:24:17] Okay.

Interviewer: [00:24:18] Or eh-, Let’s say you decided to--something that shows you’ve established residency, uh, are you certain that, that would count?

Matt: [00:24:28] That’s true, yeah, um, I guess don’t leave that up to people’s discretion. Provide like, a list for each one like, these would be eligible for this bullet point, like /right

Interviewer: [00:24:39] /Okay

Matt: [00:24:39] underneath. And then this for the next one and stuff, /just

Interviewer: [00:24:41] /Okay

Matt: [00:24:41] so like, if you have it, you bring it, but you don’t have to think like, "Will this bill, like would my credit card bill work but my gas one won’t, or..."

Interviewer: [00:24:48] Yes.
Matt: [00:24:48] "...or vice versa."

Interviewer: [00:24:52] Uh, uh, you know, what it's doing is, is basically saying is you have evidence of this but not what.

Matt: [00:25:00] Yeah.

Interviewer: [00:25:00] Okay, I'm just interpreting what you just said. All right, so then the last bullet identified the address on the voter as your physical address on--and what do you think those bullets are for? What's the purpose behind those bullets?

Matt: [00:25:29] Um, [6 second pause] just to make sure that you're living there and that it's not something that you may own the property and you're renting it, um, so it's under your name, so I guess it's like kind of a check.

Interviewer: [00:25:51] Okay. So, oh, do you, does this form indicate that you would need to provide any of those documents as well?

Matt: [00:26:07] No, it does not.

Interviewer: [00:26:09] Okay, and so why do you think they're giving you that list?

Matt: [00:26:16] Yeah, if you were to cho--, um...

Interviewer: [00:26:19] What do you think the list is for, I guess is what I'm saying.

Matt: [00:26:31] To make sure you're not homeless, that you're acutally living at that address.

Interviewer: [00:26:37] Okay, all right. So now, let's look at a paragraph at the--this paragraph, "If you have no other proof of a verifiable act."

Matt: [00:26:47] Mm-hm

Interviewer: [00:26:47] So, read that paragraph and then explain to me in you-, your own words what that paragraph says.

Matt: [00:27:18] So, if you're living at a location and you're name is not there on a legal document to prove that you live there or you're like, yeah that it's your domicile then um, to sign like a sworn written statement indicating that you are there. And then um, verifying with a person that is on one of the documents, like your landlord, to say that you do live there.

Interviewer: [00:27:47] Okay, thank you. And do you think that that sentence was, uh, did you have to read it more than once to understand it?

Matt: [00:27:54] No, I mean, if I'm, if I'm right. [Laughs]

Interviewer: [00:27:56] [Laughs] Okay.

Matt: [00:27:59] Yeah.
Interviewer: [00:28:00] All right, let's try one other sentence then. How about the one below it?

Matt: [00:28:13] So you either one of the after mentioned forms up here along with this or the written statements saying that you do live there if you can't prove one of these points delivered to the Town Clerk's Office in either 10 or 30 days.

Interviewer: [00:28:30] Okay, and what's the difference between whether it's 10 or 30 days?

Matt: [00:28:33] Um, 30 if it's open 20 or, fewer---or 20 or fewer hours a week.

Interviewer: [00:28:38] Okay. All right. So um, do you know where, where would you find where you would send it? Where, where would you find the address?

Matt: [00:28:49] For the Town Clerk's Office?

Interviewer: [00:28:50] Mm-hm.

Matt: [00:28:51] Um, the town website...

(Phone ringing)

Interviewer: [00:28:56] Okay

Matt: [00:28:56] ...I suppose.

Interviewer: [00:28:57] Okay. All right. And um, do you have any suggestions for making this document easier?

Matt: [00:29:07] Um

Interviewer: [00:29:06] Let me tell you one thing before you answer that. So, you've registered, you don't have verifiable proof of where you live, they give you this. Generally or always, people take this home /because

Matt: [00:29:20] /Yeah

Interviewer: [00:29:20] they have to get something from here that counts. So, you would not have access to someone at the registration table or the polling table to help you.

Matt: [00:29:35] Mm-hm

Interviewer: [00:29:35] So, do you think that this, as it's written, you or others would be able to understand it and if so, find if not, wh-, what would you do to get help for understanding what they're telling you?

Matt: [00:29:52] If I didn't understand it, I'd bring more than one these options if I had any of them just to be safe. But if I was trying to solve this at home I guess, yeah just lis-, list requirements under each one like options that can fit into these and then for this whole blurb right here...
Interviewer: [00:30:12] The um, where it says "Identify the address" on the voter registration? Those bullets?

Matt: [00:30:20] Yeah. Um, I guess just condense that and say like, "If you cannot prove any of the previous then you know, sing a written statement with someone that can verify that you do live at that address."

Interviewer: [00:30:33] Oh that, you're talking about the paragraph down here or you're talking about these bullets? I'm sorry, I...

Matt: [00:30:40] Um, well isn't if, if you can't prove any of these, I mean...

Interviewer: [00:30:44] Oh, if you can't prove /any

Matt: [00:30:45] /Yeah

Interviewer: [00:30:45] okay. The /open bullets

Matt: [00:30:47] /Yeah

Interviewer: [00:30:48] and the closed bullets?

Matt: [00:30:49] Yeah

Interviewer: [00:30:49] Okay

Matt: [00:30:53] Yeah, then um, oh I would just make that clearer.

Interviewer: [00:30:55] Okay

Matt: [00:30:54] Yeah, this is kind of where I got, um like stuck up. But I would have had one of these so it wouldn't have applied to me. But I could see where this would be little /bit

Interviewer: [00:31:02] /Okay

Matt: [00:31:02] confusing.

Interviewer: [00:31:03] So what you're saying is you, you, you would have had one of the first five bullets...

Matt: [00:31:07] Yeah

Interviewer: [00:31:07] ...to prove. And then you said the purpose of the next six bullets are to do what?

Matt: [00:31:17] To--if you don't have any of those to verify...

Interviewer: [00:31:20] Okay

Matt: [00:31:20] ...that you actually live at that address.

Interviewer: [00:31:22] Okay, then you can do what with these bullets?
Matt: [00:31:28] I'm sorry if like, I can do what with these?

Interviewer: [00:31:31] Uh, I'm--maybe I'm /confused.

Matt: [00:31:32] /Yeah

Interviewer: [00:31:32] So there are two sets of bullets.

Matt: [00:31:35] Mm-hm.

Interviewer: [00:31:35] So the second set--wh-, what would, what is the purpose of having the second set of bullets?

Matt: [00:31:47] Well, I was under the impression that it was a bullet within itself and then it ha-, had sub-bullets.

Interviewer: [00:31:53] Okay, /that's

Matt: [00:31:54] /Like...

Interviewer: [00:31:54] true.

Matt: [00:31:54] Yeah, like if you don't have any of these bullets with the little, um like checkbox up here...

Interviewer: [00:32:03] Yes

Matt: [00:32:03] Then this is also an option. But you have to have one of these to make that, like to check that one off.

Interviewer: [00:32:09] I see. /Okay.

Matt: [00:32:10] /Yeah

Interviewer: [00:32:11] So, you could have the state or federal tax return...

Matt: [00:32:14] Yeah

Interviewer: [00:32:14] ...instead of any of these above?

Matt: [00:32:17] Mm-hm

Interviewer: [00:32:17] Okay

Matt: [00:32:17] Yeah


Matt: [00:32:19] That was my understanding.

Interviewer: [00:32:20] All right. All right, so would you just put your first name at the top of both of these...
Matt: [00:32:26] Mm-hm


Matt: [00:32:53] No problem.

Interviewer: [00:32:56] That's good. Have a good evening. Thanks again.

Matt: [00:32:59] Thank you.

Interviewer: [00:33:00] Thank you.

Matt: [00:33:03] And, I will be very well educated if I ever need to go register to vote.

Interviewer: [00:33:06] [Laughs] If I ever decide to /register---

Matt: [00:33:08] /Yeah

Interviewer: [00:33:09] yeah, you'll know what you're doing. [Laughs] Thanks so much.

Matt: [00:33:11] Have a good night.

Interviewer: [00:33:12] Yup. Thank you.

[End of recorded material]
Interviewer:  [00:00:00] (Missing or truncated audio start)...at home, where you would be gathering up proof of where you live.

Shawn:  [00:00:03] Okay

Interviewer:  [00:00:04] Okay? Do you have any questions before we get started?

Shawn:  [00:00:08] No

Interviewer:  [00:00:09] Okay, so first question: Have you ever been registered to vote?

Shawn:  [00:00:11] No

Interviewer:  [00:00:12] Okay. Um, have you ever heard that there is a website that gives you information about voting?

Shawn:  [00:00:20] No

Interviewer:  [00:00:20] Okay, um, what would you think would count as appropriate identification to vote?

Shawn:  [00:00:26] Um, I would say your license, I guess. It is a government issued product, so...

Interviewer:  [00:00:30] Okay, um, are you working right now--in general?

Shawn:  [00:00:34] Yes

Interviewer:  [00:00:34] Yeah. Full-time or part-time?

Shawn:  [00:00:36] Full-time

Interviewer:  [00:00:37] Okay, would you take time off from work to register to vote and to vote?

Shawn:  [00:00:38] No

Interviewer:  [00:00:42] Okay

Shawn:  [00:00:43] Haven't yet, so..

Interviewer:  [00:00:43] Okay, Umm, ah--let's see. I guess I won't ask this question.

Shawn:  [00:00:49] [Laughs]

Interviewer:  [00:00:50] Now, let me ask you. Okay, forget putting aside work. How much time would you be willing to spend registering to vote?
Shawn: [00:01:00] Not much, if it was my own time outside of work. I would say a half hour.

Interviewer: [00:01:02] Okay, um, and in and in New Hampshire, you’re allowed to register to vote and vote on the same day. How much time would you give to both registering to vote and voting?

Shawn: [00:01:13] I would say an hour.

Interviewer: [00:01:14] Okay, great. Thank you.

Shawn: [00:01:16] Yeah

Interviewer: [00:01:17] Okay, so the next questions will be about the documents themselves. Okay, so um, here in New Hampshire, if you decide to register to vote, you’re allowed to register 30 days before the election at the Clerk’s Office.

Shawn: [00:01:26] Okay

Interviewer: [00:01:27] Okay, or if it is closer than 30 days to the election, you can register where you go to vote.

Shawn: [00:01:32] Okay

Interviewer: [00:01:34] So here is the form that you fill out if you want to register on the day--here it is. Okay, so this is the form and don’t start read it yet, okay?

Shawn: [00:01:45] Okay

Interviewer: [00:01:45] Okay, just glancing at the front and back?

Shawn: [00:01:47] Yup

Interviewer: [00:01:49] Does it look easy or difficult to complete?

Shawn: [00:01:52] I would say there are a lot of fields to fill out, but it is pretty self-explanatory.

Interviewer: [00:01:57] Okay, how long do you think you might need to fill out this form so you can register and vote on that same day?

Shawn: [00:02:03] I would say it shouldn’t take more than 5 minutes---5 to 10 minutes.

Interviewer: [00:02:09] Okay, great. All right, so here is what we are going to do next. Okay, you’re going to read it and what I want you to do is, two things: Number one, sort of think out loud as you go through it.

Shawn: [00:02:18] Okay

Interviewer: [00:02:19] Like, if we went back to the menu, you might be---you’re reading it and you’re having thoughts that you’re not saying out loud normally. Like, well, “I better not get the fried calamari because I am on a diet.”
Shawn: [00:02:29] Okay

Interviewer: [00:02:30] “Oh this is cheaper,” and just say them out loud, okay? And then the other thing that we will be doing is using this highlighter to highlight anything that you think is difficult to understand.

Shawn: [00:02:40] Okay

Interviewer: [00:02:41] Okay, so take your time.

Shawn: [00:02:42] So I just go thru this and pretend that as if I were filling it out?

Interviewer: [00:02:45] N-, yeah.

Shawn: [00:02:46] Okay

Interviewer: [00:02:45] Mm-hmm, and remember to share your thoughts as you go through.

Shawn: [00:02:48] Okay, but you don’t want me to actually fill it out.

Interviewer: [00:02:50] Right

Shawn: [00:02:51] Okay, I guess my first question is: I don’t know what a city ward is.

Interviewer: [00:02:55] Okay so that would be one that you would highlight.

Shawn: [00:02:57] I uh, wouldn’t fill it out if I was there. I would have to ask so...

Interviewer: [00:03:00] Okay

Shawn: [00:03:07] I have actually never seen that—“domicile”.

Interviewer: [00:03:10] Okay

Shawn: [00:03:11] I have never seen that word before but can obviously figure out what it is.

[12-second pause]

Obviously, I would say I would leave this blank. Place last registered to vote... if this is my first time. So is this, I am not sure it would be on there if this is your first time registering, or would you register every time you switch residence.

Interviewer: [00:03:34] Um, well does—just keep reading and I’ll kinda [sic] answer questions /at

Shawn: [00:03:37] /Yeah, yeah

Interviewer: [00:03:37] the very end.

Shawn: [00:03:40] Okay,”party.” I don’t know if they require it the first time. I assume you just leave it blank or put independent.
Interviewer: [00:03:50] Okay

Shawn: [00:04:07] I think that's good on that side.

[27-second pause]

Seems like there is a lot of stipulations to your residence--your address here. That's kinda [sic] interesting.

[33-second pause]

Okay, eh, I think that's pretty much what I expected. There is a little more questions that I didn't expect here. You know, a lot of questions about where you live, you know, some rules and like, you have to provide, sorta [sic] like--if your license is inaccurate, you might have to bring some sort of proof of residence, which I wasn't aware of, cause [sic] my license is not accurate. So that would probably add to the complications to registering or the time it might take. But other than that, I mean, it just seems like it's asking for your information. Just to, you know, certify that this is you, and you agree to ah--you're a citizen or what not. Ok, yeah. Kinda [sic] interesting that there is a misdemeanor for lying about this. I wasn't aware of that, but it makes sense.

[6-second pause]

I don't think I have any other questions about it.

Interviewer: [00:06:20] Okay. All right. If, all right, you would turn it back over and look at the particular sections.

Shawn: [00:06:25] Okay

Interviewer: [00:06:26] If you could read the, this section right here that I am pointing /to

Shawn: [00:06:30] /Yeah

Interviewer: [00:06:31] the bottom left that starts with, "I understand to vote"...

Shawn: [00:06:34] Okay

Interviewer: [00:06:35] and then tell me in your own words what that says.

Shawn: [00:06:37] Okay

[26-second pause]

Yeah, it basically says that I am saying I am of age to vote, I'm a U.S. citizen, and that this is my legal address at the time of voting and I am not planning on voting anywhere else.

[7-second pause]
And basically if I have any other questions...umm, the supervisor can help. Seems like they are trying to cover their bases, basically.

Interviewer: [00:07:31] Okay, and now this section right here umm, let's see--now let me ask you this. Okay, um, do you know what democratic self-government means?

Shawn: [00:07:48] No

Interviewer: [00:07:49] Okay, what about this term, "verifiable action?"

Shawn: [00:07:54] I can guess it is something that could be verified and action that can be verified, but I don't know if that is the true meaning.

Interviewer: [00:07:59] Okay. All right. Um, would you feel comfortable, now that you read it, would you feel comfortable um, signing right here? This section right here where it says, "I acknowledge that I have read," and it asks for your signature. Would you feel comfortable signing that?

Shawn: [00:08:17] Yeah, I mean, I trust this has been through many revisions and many people have signed it that I would trust signing it.

Interviewer: [00:08:24] Okay.

Shawn: [00:08:25] Whether I know what everything means, that is a different story. But yeah, I would feel comfortable signing it.

Interviewer: [00:08:31] Okay, um, if you could turn it over. Let's talk about page two a little bit. Um, okay. So you already read thru it, but let's talk in particular about these two places where there are these lines.

Shawn: [00:08:43] Yeah

Interviewer: [00:08:44] Okay, what is the meaning of these two places, okay? And what would you do?

Shawn: [00:08:51] Okay

[14-second pause]

So this--this first place is saying that you haven't, I guess, declared that you live at this residence. This is, yeah. It is kinda [sic] confusing. That I understand I must mail or present to the Clerk's Office my intent to register at this place following the election. Uh, I guess...

[8-second pause]

...yeah that's, this is a confusing section to be honest. I assume I would fall under the first one, because I can present something at the time. You know, like a bill or something at the residence.
Interviewer: [00:09:50] Okay so then what would you do?

[10-second pause]

I guess just sign, sign, right?

Interviewer: [00:10:03] Can you point to where you would?

Shawn: [00:10:04] Right there.

Interviewer: [00:10:06] Okay

Shawn: [00:10:07] I don’t think I would need to—guess initial, but maybe I am reading it wrong. Yeah, I would just sign.

Interviewer: [00:10:17] Ok, um, and then can you talk about the second place where there is a line and sort of tell, even though you said this top one would apply to you? The second one with the line in front. Can you tell what that means in your own words?

Shawn: [00:10:28] It’s saying that there is no evidence that I live at this address--that I will not be providing any points. Seems kinda [sic] interesting.

[6-second pause]

And that they’ll try and verify that address; officials will, you know, if that is what I use to register. So I am not sure why you wouldn’t have anything previously. Maybe it is someplace you just moved in, you know, the day before or something, and you don’t have any proof. So I am sure that people do fill it out that, that wouldn’t apply to me.

[12-second pause]

That, then I assume that they would initial there and then sign as well; sign right there.

Interviewer: [00:11:21] Okay so if the second one applied, then they would sign and initial?

Shawn: [00:11:22] Yeah

Interviewer: [00:11:23] Okay, um, if you were given this at the Clerk’s Office, would you normally read it or skim it?

Shawn: [00:11:33] Probably skim it. [Laughs] and probably go to any boxes to sign, obviously.

Interviewer: [00:11:40] Would you be looking for any certain words?

Shawn: [00:11:43] Hm—“signature”. Nothing that jumps out too much. But yeah, I would probably be in some sort of rush, so I would try and go to the places that appeared that they needed an action.
Interviewer: [00:12:00] Okay, um, so let me ask you this: If you registered to vote and you lived--let's say you lived at your parents' house the day you registered to vote, okay, and by the time uh, the elections came around you had moved. Which address would you need to prove?

Shawn: [00:12:18] I would think you would want to prove your new address that you lived at, that is where you’re planning to live. But if it is a couple week’s stay, use your legal address as your parents’.

Interviewer: [00:12:31] Okay, can you highlight, um, I think you said you didn’t know “democratic self-government,” and um, if you read the very top and read it there in context and then if it is not quite clear, highlight it.

Shawn: [00:12:44] Okay

[11-second pause]

I don’t really. I am not sure what that really means it /is...

Interviewer: [00:13:02] /Okay

Shawn: [00:13:03] ...it’s just a democracy. I don’t know.

Interviewer: [00:13:06] Okay and I’ll talk to you about stuff at the very end.

Shawn: [00:13:08] [Laughs]

Interviewer: [00:13:09] Okay, um, and then let’s see this part right here: “I am acknowledging that I have not presented evidence of actions” right there. Is there anything that is unclear and if so, would you highlight it? And that would include if you wanted to highlight that whole section that is up to you. Whichever...

Shawn: [00:13:24] Yeah, I do think this section is pretty confusing. I didn’t go to law school so this isn’t my specialty. [3-second pause] I, I would honestly highlight both those sections.

Interviewer: [00:13:40] So both those sections with the lines in front?

Shawn: [00:13:41] Yeah, this one, this one does sort make sense but it’s kinda [sic], it’s not entirely clear.

Interviewer: [00:13:49] Okay, so the second one kinda [sic] makes sense?

Shawn: [00:13:51] Yeah

Interviewer: [00:13:51] But you have highlighted both ’cause it is not entirely clear what they are, though.
Shawn: [00:13:52] I think the whole like, the whole thing they are trying to get at here is not clear. I think process of elimination, you can figure it out what they are trying to get at and put that one.

Interviewer: [00:13:59] Okay. Okay. Understood. Thank you. Um, so we are going to move on to a second form, okay?

Shawn: [00:14:08] Yup

Interviewer: [00:14:53] So I'll take this one so when you register to vote at the polling place on the day of election, and you haven't brought the proof of where you live, and they give you this new form. I'm going to show--do you think you...

Shawn: [00:14:19] Okay

Interviewer: [00:14:21] ...just take a look and don't start to read it.

Shawn: [00:14:20] This would have been me, because I wouldn't have known to bring anything.

Interviewer: [00:14:24] Okay, so glancing at it what do you think that title means?

Shawn: [00:14:32] I just know from reading that it is talking about your residence.

Interviewer: [00:14:35] Okay

Shawn: [00:14:36] So they are trying to verify it.

Interviewer: [00:14:38] Okay

Shawn: [00:14:38] But had I not seen this first, I kinda [sic] would have been a little, I would've had to continue reading.

Interviewer: [00:14:43] So if you hadn't have seen the registration form, then this would be harder?

Shawn: [00:14:45] Right

Interviewer: [00:14:46] But since you've already seen it, that helps you understand this?

Shawn: [00:14:48] correct

Interviewer: [00:14:48] Okay. Um, just glancing at it again since you haven't started to read it, do you think it looks easy or difficult?

Shawn: [00:14:54] I think it looks, it definitely looks easier than the other one. I think it got more, you know it's broken out, instead of long paragraphs it broken up, more clear but then the words aren't for the common person, I don't know, but..

Interviewer: [00:15:06] Okay, great. So now we are going to do the same thing that you're going to go through and read it and just think out load for me so I can know what's going through
your head as you read it, and if you come to something you don’t understand please highlight it.

Shawn: [00:15:18] Okay

[1-minute pause]

Okay so it gives you four options to prove your residence. Well that’s interesting. This one says that you have to live there for a period of 30 or more days if you’re renting or leasing, so I guess I would have had to put my parents’ address on the example that we talked about, unless I have purchased the property.

[1 minute, 1-second pause]

Um, gives you some stipulations here about rental and lease agreements if you’re not the one on the lease. Basically you can provide, you know, the person who is listed on the dock can provide proof. Um, and it says you sign. I think this form is a lot clearer than the last form for sure. You know, I would imagine, you know, if people are being truthful, they could check off a number of these boxes pretty easily. So I don’t think this form would be very difficult to figure out.

[10-second pause]

Yeah I don’t really have, other than you know, the terms we talked about from the last sheet—you know, that I don’t have any questions. It is interesting that they put in whatever the documents numbered "RSA 654". I mean that is irrelevant to me. I know some people probably care. I believe the state.

[10-second pause]

Yeah, I don’t, I don’t have on this form I can, if you want, I’ll highlight that term.

Interviewer: [00:18:57] Okay

Shawn: [00:19:00] I thought it was kinda [sic] interesting they use “abode” instead of like, “residence”. Some people might not know what that means.

Interviewer: [00:19:08] Okay, and then (inaudible) highlighting “domicile.” Good. And, okay-- “domicile” at the top.

Shawn: [00:19:17] Yeah

Interviewer: [00:19:18] And then did you want to highlight the RSA?

Shawn: [00:19:19] Yeah, I’ll highlight that. I just, it might be just more things to confuse people they put in these legal terms. I for one don’t care about that. You know?

Interviewer: [00:19:34] Mm-hmm, okay. All right. Soo now I am going to ask you to look at this section where there are bullets and the little line of four um, each sentence there.
Shawn: [00:19:40] Okay.

Interviewer: [00:19:41] Okay, so um, like the first one starts with "established." So let's go down this list. What could you use to prove where you live? Um, what could one use to prove where one lives using this first bullet here that starts with, "established?"

Shawn: [00:19:57] Uh, you could probably use like a student I.D. or something. Or like uh--I guess I didn't know what I would have had, like when I was at school that would have proved my residence. Maybe some mail at my community center or something.

Interviewer: [00:20:16] Okay

Shawn: [00:20:19] And then the rental— you could either see a rental agreement. I would say you could use a utility bill, but it looks like we crossed that off. I guess you could probably use it there as well.

Interviewer: [00:20:29] So for the second bullet, you are saying you can use a rental agreement or a utility bill?

Shawn: [00:20:34] Yeah, I would assume that the— like a utility bill would cross both those boxes, but maybe not.

Interviewer: [00:20:43] Both which boxes?

Shawn: [00:20:43] Uh, like the rental and leased or the public utility.

Interviewer: [00:20:47] Okay so you’re pointing down at those indented bullets?

Shawn: [00:20:52] Yeah

Interviewer: [00:20:53] The fifth one down. Is it the...

Shawn: [00:20:55] The fourth.

Interviewer: [00:20:57] ... the fourth one down? Thank you.

Shawn: [00:21:00] Yup

Interviewer: [00:21:01] So then back up here to these first bullets and down here to the one where it starts with "purchased" What could you use to prove where you live?

Shawn: [00:21:08] Uh, like maybe your purchase and sale agreement, if you have it um, would yeah-- I guess to prove that you purchased a house. I don't know why people would be carrying that around but, if they knew they needed it, they would maybe bring it to the, to voting.

Interviewer: [00:21:28] Okay, um, then the next bullet that starts with the word, "obtained." What could you use?
Shawn: [00:21:33] Yeah this one you could use your registration, your driver’s license. That one is pretty easy if it is up to date, I guess.

Interviewer: [00:21:40] Okay up to date how?

Shawn: [00:21:43] Uh, for example, my license still shows, I think, my old house address...

Interviewer: [00:21:46] Okay

Shawn: [00:21:47] ...so it’s definitely not. My registration is covered but I believe they change it in the system and they don’t make you get a new license.

Interviewer: [00:21:54] Okay, um, then the last one there with the line that says, “enrolled.”

Shawn: [00:22:00] Yeah, if you have a student that enrolled, how would you prove that? I don’t have any kids, so I don’t know what they get that shows that they are part of the district. But yeah, I’d say a report card or something.

Interviewer: [00:22:16] Okay, um, this new list here. So starting with this last bullet, "Identify the address." What is this list for, from “identity” down through “describe?”

Shawn: [00:22:35] This seems like another way to provide proof of your residency. So I put, I thought the list was ending after the first five up here—first four. Then it seemed like it went on. But basically it’s telling you other ways—government ways and utilities, homeless shelters—ways you can provide your physical address.

Interviewer: [00:23:00] So how many items would you have to provide?

Shawn: [00:23:06] That’s a good question. I would think just one, because up here it says you have done at least one of the following. So I would it’s think it is just one, but I guess it’s not entirely clear.

Interviewer: [00:23:20] Okay. All right. Let’s move to this section below the bullets, "If you have no other proof," if you could read that and tell me who you would explain that in your own words.

Shawn: [00:23:30] Okay

[29-second pause]

Yeah, basically it’s saying that if you have no other proof and you are at a leased property you have to provide—the person who is on the leased document would have to provide written proof that you are a resident on that property. And it basically gives you, you know, when you have to get it in by within 10 days of the election or within 30 days if the Clerk’s Office is open fewer than 20 hours. So this, yeah, this is for people that lease a property or rent a property that are not on the rental agreement. So maybe your parents are renting and you’re a minor and you’re not actually on the lease. You would have to get written proof from the landlord that you do reside there.
Interviewer: [00:24:43] Okay, thank you.

Shawn: [00:24:45] Mm-hmm

Interviewer: [00:24:49] Where would you find the address of where you would mail or go to give the proof of where you live?

Shawn: [00:24:56] Umm, that is a good question that is not on these. I would Google it, to be honest. I would just look it up online...

Interviewer: [00:25:05] Okay

Shawn: [00:25:06] ...cause [sic] I am not even sure. I live in Litchfield now, I am not ever sure where my Clerk’s Office is—if it is at the Town Hall. I am sure it is. So I would just look it up online or call the town and ask them.

Interviewer: [00:25:21] Okay, um all right. Let me ask you this: Do you have any suggestions for making this form easier for people to understand?

Shawn: [00:25:28] Yeah, I actually—reading it, I don’t like how they do all these bullets and do sub-bullets. So it is not clear whether, you know, if you provide just one of these sub-bullets, if it is sufficient enough. I just don’t see that—why they indented those extra. If they are, you know, just as good as the other proofs. Umm, but other than that, this sheet was better than the other sheet. I do, I don’t know if it is required to have the RSA the actual names or maybe put them in the bottom. It’s like, you put a little star and you can go to the bottom and see what the star means. But make the list shorter, more legible easier to read. Yeah that is my suggestions for this sheet.

Interviewer: [00:26:21] Okay, thank you.

Shawn: [00:26:22] Mm-hmm

Interviewer: [00:26:23] Great. Okay so now we are done with the pieces of paper. If you would write your first name on both of these.

Shawn: [00:26:29] Okay

Interviewer: [00:26:31] Um, or let’s see on the front, I guess of this one.

Shawn: [00:26:33] Just in the box

Interviewer: [00:26:35] No, just like sorta [sic] at the top right.

Shawn: [00:26:36] Oh

Interviewer: [00:26:38] This one, too. Okay, great. Now I have another thing for you to look at.

Shawn: [00:26:46] Okay
Interviewer: [00:26:47] There is a website from the Secretary of State of New Hampshire that we are going to look at and I'm going to ask you a few questions, okay?

Shawn: [00:26:51] Okay

Interviewer: [00:26:52] Is it still here? Yes it is. Okay. So, my first question is this. Would you please start reading and then start and then stop once you know what you can use to prove who you are and where you live?

Shawn: [00:27:04] Okay

[9-second pause]

Right at “driver’s license.”

Interviewer: [00:27:18] So that is where you would stop reading?

Shawn: [00:27:25] I would think so yeah, I mean—to register you need to provide your age, citizenship, identity. I would probably read the birth certificate, one, and then so read those, two, and then if you do not have any of these that don't apply to me, I would probably stop reading.

Interviewer: [00:27:42] Okay, okay that was helpful. Thank you.

Shawn: [00:27:44] And then I guess now that I am reading on, it says you will also need to provide documentation that you are, live at the place you intend to vote. It seems like a lot of people, myself included, probably have stopped at the first part. But then it seems that the list repeats here and the New Hampshire driver’s license is also on that list below, assuming it is your current address. Yeah, yeah that kinda [sic] threw me off there. I would have stopped reading after the first couple and been like, “I have those, I'm good.”

Interviewer: [00:28:19] Okay, okay thank you that's helpful. Okay, now the word “domicile” that you weren't quite sure of.

Shawn: [00:28:27] Yeah, no. [Laughs]

Interviewer: [00:28:27] Can you find the definition of domicile on this page. Just get it, get comfortable and take your time to look for it.

Shawn: [00:28:37] I did see it where did it go now.

[9-second pause]

I tried clicking that one next to the word, but it didn't bring anything up, but I assume that is supposed to.

Interviewer: [00:28:55] Okay

Shawn: [00:28:59] Maybe it does at the bottom though.
[9-second pause]

No, it doesn’t

[7-second pause]

I guess it does at the bottom there. It just means home. “More information regarding what domicile means is found on page three of this document.” I don’t know where page three is but…

[7-second pause]

…since it appears to be all one page. If you printed it, maybe page three would appear? Browse around here. Oh, from that it says domicile is same as residence. It says in that description here. They have different meanings.

[7-second pause]

Okay so now I know the difference between residence and domicile. Resident is someone who intends to stay in NH and domicile is not necessarily that.

Interviewer: [00:30:37] Okay

Shawn: [00:30:38] Yeah I had to dig for it a little bit.

Interviewer: [00:30:40] Okay, That’s helpful feedback. Thank you.

Shawn: [00:30:44] But I wouldn’t have, I never would have gone to this website before I’d seen those forms, so I wouldn’t have known that.

Interviewer: [00:30:49] Okay, good to know. Okay, on this website that you looked at, is there anything here that is unclear that you want to talk about?

Shawn: [00:31:00] Uh

[8-second pause]

There is a lot of information, that’s for sure. I don’t like how, you know, it says “provide documentation.” It gives you a list of things, but they are not using bullet points or anything. So it is one big jumble of like, it doesn’t really break it out well.

Interviewer [00:31:26] Okay

Shawn [00:31:28] So I am sure people would not read that entire list as soon as they found something that worked for them.

[18-second pause]

I do like how it defines things at the bottom, though. If you did have a question about what words meant or some clarification, it does have that.
I think it’s telling us pretty much a lot of the similar stuff—what that other sheet showed us. This just goes into a little more detail on some things.

It talks a little bit about what (inaudible) “temporary purpose” is and how you can’t gain domicile regardless of your duration if you’re here temporarily. And I, I don’t think the other forms really went into that. Temporary residence. That is interesting. That could create some confusion if someone thinks that they should vote here after reading this. But I think this page is helpful. The design could be improved a little bit.

Interviewer: [00:33:36] Okay, um, another question: How many items do you need to bring? Now that you read this website, can you answer the question?

Shawn: [00:33:43] I think...

Interviewer: [00:33:44] To prove you’re...

Shawn: [00:33:45] ...if you’re, you could bring you as little as one if your license if it had the correct address.

Interviewer: [00:33:54] Mm-hmm

Shawn: [00:33:54] But if not, you require additional items. I would think two would probably be acceptable. I think the birth certificate wouldn’t have your current address on it. Your passport might, so you could get away with one, but it could be more.

Interviewer: [00:34:03] Okay, well you’re very, very helpful. That was /great

Shawn: [00:34:10] /Thank you.

Interviewer: [00:34:11] feedback that we can use, so...

Shawn: [00:34:11] Thank you.

Interviewer: [00:34:11] I appreciate it. Do you have any other questions about the forms or the website?

Shawn: [00:34:17] No, it kinda [sic] gets me thinking I should register to vote. Yeah.

Interviewer: [00:34:21] Okay well thank you so much for your time.

Shawn: [00:34:23] That was good. Thank you

Interviewer: [00:34:25] You’re all done.

Shawn: [00:34:26] Yeah, all right. I hope you guys accomplish the changes you see fit.
Interviewer: [00:34:32] Thank you

Shawn: [00:34:33] Thank you very much.

Interviewer: [00:34:34] Thanks a lot. Have a great day

Shawn: [00:34:34] You too.

[End of recorded material]