

Elections Committee Report to the MSCA Delegate Assembly

Friday, August 29, 2022

Election Vendor

Survey and Ballot Systems was selected as the vendor for the 2022 MSCA Officers Election by the Board of Directors during their June 4, 2021 meeting. The Board chose a hybrid election with paper-ballot on-demand and notification postcard.

Election Services Organizations

BallotPoint, *ElectionBuddy*, *MK Election Services*, and *YesElections* were informed that they were not selected to conduct the 2022 MSCA Officers Election. I provided feedback for the company representatives regarding the proposals they submitted. The representatives for *ElectionBuddy* and *MK Election Services* stated that they are interested in submitting proposals to conduct the 2024 MSCA Officers Election. It is worth mentioning that neither *Association Voting* nor *Election Services Co.* sent proposals despite their representatives stating that they would, and *K & H Print* never replied.

Rules and Calendar for 2022 MSCA Officers Election

The calendar and rules from the 2022 MSCA Officers Election were approved by the MSCA Board of Directors on during their June 4, 2021 meeting.

Contract with Survey and Ballot Systems [SBS]

Since SBS would not provide a price reduction for a two-election contract, a one-election contract was signed on August 5, 2021. Before the contract was signed, the submitted proposal was revised to clarify and correct some language, to correct dates relative to the approved election calendar, to correct the client mailing address to be the MSCA Treasurer's Office, to increase the specified number of candidates per office and include related fee information, to include the write-in option for each office, to indicate the listed optional services [Web Specifications (Embedded Link, Single Sign-on, QR Code, Candidate Rotation, iCalendar Reminders, Video Streaming), Nominations Application, specialized reports (Breakdown Reports and Analytical Reports), Marketing Services, Ballot Preference Survey, and Volunteer Interest Survey] as *not* requested, and to include the amounts for the payment schedule.

2022 MSCA Officers Election Page on MSCA Website

The *2022 MSCA Officers Election* page, <https://mscaunion.org/2022-msca-officers-election/>, which contains similar language to that used on the pages for the 2016, 2018, and 2020 elections, initially included

- references to the *MSCA Constitution*,
- access to the (approved by the MSCA Board of Directors on June 4, 2021) *election calendar* and *election rules*,
- *descriptions of the duties* (revised by MSCA Board of Directors on November 2, 2007) of *MSCA Officers*,
- information for requesting *nomination papers*, and
- hyperlinks to the pages for the 2016, 2018, and 2020 elections.

During the election cycle, the page was updated to include

- the *names* of the *Certified Candidates*, by office,
- *candidate statements*,
- information about, registration hyperlinks for, and attendee rules for the *statewide candidate forums*, and
- a summary of the *election results* with the SBS election report.

Nomination Papers

Nomination papers were requested by those listed below on the specified dates.

President

- Maria Hegbloom, Bridgewater State University (November 3, 2021)
- Christopher J. O'Donnell, Massachusetts Maritime Academy (November 2, 2021)

Vice President

- Joanna Gonsalves, Salem State University (November 4, 2021)
- Irina Seceleanu, Bridgewater State University (November 4, 2021)

Secretary

- Michelle Corbin, Worcester State University (November 4, 2021)
- Aruna Krishnamurthy, Fitchburg State University (November 2, 2021)

Treasurer

- Eric Weeks, Bridgewater State University (November 2, 2021)

Signature Counts

Per Article IV, Section 2[b] on page 4 of the MSCA Constitution accessible at <https://mscaunion.org/wp-content/uploads/2019/05/MSCA-Constitution-Amended-on-2019-04-26.pdf>, signature counts (below) are recorded by Chapter, with “no more than fifteen ... counted from a single Chapter”. These counts are based on Nomination Papers submitted by each candidate; candidates were directed to submit scanned copies of nomination papers in PDF format via email and, then, send nomination papers via USPS mail. The totals are cumulative as of the January 21, 2022, 5 PM, deadline. Nomination papers in PDF format were forwarded to Melissa Henderson, MSCA Executive Administrator to the Treasurer, after the original nomination papers were received: Melissa Henderson verified and counted the signatures.

Maria Hegbloom

Chapter: **Bridgewater State University**

Office Sought: **President**

- Bridgewater State University: 15
- Fitchburg State University: 0
- Framingham State University: 15
- Massachusetts College of Art and Design: 0
- Massachusetts College of Liberal Arts: 12
- Massachusetts Maritime Academy: 0
- Salem State University: 15
- Westfield State University: 12
- Worcester State University: 15

Total: 84

Joanna Gonsalves

Chapter: **Salem State University**

Office Sought: **Vice President**

- Bridgewater State University: 15
- Fitchburg State University: 0
- Framingham State University: 15
- Massachusetts College of Art and Design: 0
- Massachusetts College of Liberal Arts: 0
- Massachusetts Maritime Academy: 0
- Salem State University: 15
- Westfield State University: 15
- Worcester State University: 15

Total: 75

Michelle Corbin

Chapter: **Worcester State University**

Office Sought: **Secretary**

- Bridgewater State University: 15
- Fitchburg State University: 0
- Framingham State University: 15
- Massachusetts College of Art and Design: 0
- Massachusetts College of Liberal Arts: 0
- Massachusetts Maritime Academy: 0
- Salem State University: 15
- Westfield State University: 13
- Worcester State University: 14

Total: 72

Eric Weeks

Chapter: **Bridgewater State University**

Office Sought: **Treasurer**

- Bridgewater State University: 0
- Fitchburg State University: 15
- Framingham State University: 0
- Massachusetts College of Art and Design: 0
- Massachusetts College of Liberal Arts: 0
- Massachusetts Maritime Academy: 15
- Salem State University: 15
- Westfield State University: 0
- Worcester State University: 0

Total: 45

Christopher J. O'Donnell

Chapter: **Massachusetts Maritime Academy**

Office Sought: **President**

- Bridgewater State University: 15
- Fitchburg State University: 15
- Framingham State University: 15
- Massachusetts College of Art and Design: 6
- Massachusetts College of Liberal Arts: 15
- Massachusetts Maritime Academy: 15
- Salem State University: 15
- Westfield State University: 15
- Worcester State University: 15

Total: 126

Irina Seceleanu

Chapter: **Bridgewater State University**

Office Sought: **Vice President**

- Bridgewater State University: 15
- Fitchburg State University: 15
- Framingham State University: 0
- Massachusetts College of Art and Design: 0
- Massachusetts College of Liberal Arts: 0
- Massachusetts Maritime Academy: 15
- Salem State University: 15
- Westfield State University: 0
- Worcester State University: 14

Total: 74

Aruna Krishnamurthy

Chapter: **Fitchburg State University**

Office Sought: **Secretary**

- Bridgewater State University: 15
- Fitchburg State University: 15
- Framingham State University: 0
- Massachusetts College of Art and Design: 0
- Massachusetts College of Liberal Arts: 0
- Massachusetts Maritime Academy: 15
- Salem State University: 15
- Westfield State University: 0
- Worcester State University: 0

Total: 60

Problems with Use of Certified Mail

Delivery times for nomination papers sent via *USPS Certified Mail* were thirteen (13) days and fourteen (14) days; two candidates selected this delivery method. For future elections, *USPS Priority Mail* is recommended for members who

would like to track delivery of nomination papers and *USPS Priority Mail with Signature Confirmation* or some other signed-for delivery service is recommended for those who would prefer signed-for delivery for nomination papers.

Challenges to Signatures

No written (email, text message, or USPS mail) challenges to signatures were received.

Certified Candidates

Since each candidate listed below had “at least forty signatures of members in good standing; no more than fifteen ... counted from a single Chapter”, and since no written challenges were received, these candidates were designated as “certified as a candidate for the listed office”.

President

- Maria Hegbloom, Bridgewater State University
- Christopher J. O'Donnell, Massachusetts Maritime Academy

Vice President

- Joanna Gonsalves, Salem State University
- Irina Seceleanu, Bridgewater State University

Secretary

- Michelle Corbin, Worcester State University
- Aruna Krishnamurthy, Fitchburg State University

Treasurer

- Eric Weeks, Bridgewater State University

The names of the Certified Candidates were posted by Office on the [2022 MSCA Officers Election](#) page in alphabetical order by last name on February 4, 2022; the listing was updated after the name-order lotteries were conducted. The Certified Candidates and the Chapter Presidents and Directors were informed on February 4, 2022 via email that this information had been posted on the election page.

As specified in the election calendar, Certified Candidates were provided with the [election calendar](#) and the [election rules](#)

and they were directed to provide their statements, picture, and schedule of availability for candidate forums as directed in the election calendar by February 11, 2022. Information regarding candidate forums stated in the election calendar and the election rules (Rule #14 and Rule #15) was highlighted in this communication.

As directed in the [election calendar](#), the Certified Candidates were provided with the name and email address for each member of the MSCA Board of Directors, the Election Committee, and the Chapter Presidents. Certified Candidates were informed that Sarah Pilkenton would serve as Forum Coordinator after she accepted the position on February 6, 2022.

Lottery for Order of Names on Ballot

A lottery to determine the order of names, without designation of incumbency, on the ballot was conducted for certified candidates (per Article IV, Section 2[c]) for each office. The name-order lotteries the Office of President and Office of Secretary were conducted on February 8, 2022, and the name-order lottery for the Office of Vice President was conducted on February 7, 2022. Name-order lotteries were conducted via Zoom.

Candidate Statements

The statements and pictures received from Certified Candidates were used to create the [Candidate Statements](#) file. This file was sent to the Certified Candidates and, per their approval on February 14, 2022, the file was posted online. The statements were ordered by Office – Office of President, Office of Vice President, Office of Secretary, and Office of Treasurer – and the names of the candidates and their statements were, then, listed and included in ballot-order determined by lottery mandated by MSCA Constitution. The Candidate Statement file was sent to Chapter Presidents and Directors on February 15, 2022 with a request that the information be shared with their members.

Candidate Schedule Information

The information regarding availability for candidate forums provided by Certified Candidates were combined and ordered by Office – Office of President, Office of Vice President, Office of Secretary, and Office of Treasurer. The names of the candidates and their schedule information were, then, listed and included in ballot-order determined by lottery mandated by MSCA Constitution. After revisions and the final approval of Certified Candidates, the schedule file was sent to Sarah Pilkenton and the Chapter President and Directors (February 15, 2022) for use in scheduling candidate forums.

Member Database and Mailing Labels

The statement below was sent to the MSCA Treasurer's Office and the MSCA Treasurer on February 4, 2022 via email; a PDF file containing the election rules was attached to the email as well.

Per Rule #12 of the [Rules for the 2022 MSCA Officers Election](#), "Each Certified Candidate may choose

to receive not more than two (2) sets of mailing labels and/or an electronic database, with the name, address, and chapter affiliation of all members." Certified Candidates will send their requests "directly to the Office of the MSCA Treasurer", and "the Office of the MSCA Treasurer will send these to each Certified Candidate as soon as possible after candidates have been certified". "To the extent deemed realistic by the MSCA Treasurer, the names will be separated by campus/unit member status (full-time and non-full-time)." "The Office of the MSCA Treasurer will also send Certified Candidates a list of eligible voters, the list submitted to Survey and Ballot Systems for the election," but with the name, address, and chapter affiliation of all members as for the original database, "that contains updates and changes since the original mailing labels and/or electronic database were produced."

The MSCA Treasurer's Office was provided with the names of the Certified Candidates, and the Certified Candidates were Cc'd on the message. In a separate email (February 4, 2022), Certified Candidates were provided with the same information and directed to contact the MSCA Treasurer's Office directly to submit their request(s); the MSCA Treasurer's Office and the MSCA Treasurer were Cc'd on this email.

Per Rule #12 of the [Rules for the 2022 MSCA Officers Election](#), "Each Certified Candidate may choose to receive not more than two (2) sets of mailing labels and/or an electronic database, with the name, address, and chapter affiliation of all members." You must submit your request(s) "directly to the Office of the MSCA Treasurer", and "the Office of the MSCA Treasurer will send these to [you] as soon as possible" since you are now Certified Candidates. "To the extent deemed realistic by the MSCA Treasurer, the names will be separated by campus/unit member status (full-time and non-full-time)." "The Office of the MSCA Treasurer will also send Certified Candidates a list of eligible voters, the list submitted to [Survey and Ballot Systems] for the election", but with the name, address, and chapter affiliation of all members as with the original database, "that contains updates and changes since the original mailing labels and/or electronic database were produced".

Requests to Chapter Presidents and Directors

- On **February 4, 2022**, Chapter Presidents and Directors were asked to request that "members to update their email address and mailing address for the 2022 MSCA Officers Election" and to "remind members that their work email address should not be used (a recommendation, not a requirement) for personal business such as their MSCA membership". The Certified Candidates were Cc'd on the message, and the MSCA Treasurer's Office was informed that members would be sending updated contact information via email.
- On **February 15, 2022**, the [Candidate Statements](#) file was sent to Chapter Presidents and Directors and they were asked to "distribute the attached candidate statement file to the members of your chapter" and informed that "this file has been posted on the [2022 MSCA Officers Election](#) page on the MSCA website."
- On **February 21, 2022**, Sarah Pilkenton requested that Chapter Presidents and Directors share the initial information about the statewide forums with their members.
- On **February 25, 2022**, I requested that Chapter Presidents and Directors send the forum registration information and rules to their members. The information was included in an attachment as well as at the bottom of the message and a hyperlink to the election page was included; all Certified Candidates and Sarah Pilkenton were Cc'd on this message.
- On **March 7, 2022**, Chapter presidents and directors were asked remind members planning to attend the statewide forums that they should check their junk/spam folder as well as their held-messages for their filtered email for the message containing the Zoom link for the forum(s) which they registered to attend. Emails containing the Zoom links were sent approximately twenty-four (24) hours before each forum.
- On **March 15, 2022**, Chapter presidents and directors were asked to alert their members to watch for an email with subject line "2022 MSCA Officers Election" from noreply@directvote.net. In this request, I stated that noreply@directvote.net is the email address via which *Survey and Ballot Systems* would send ballot login information on March 17, 2022. Since this email could be marked as spam and sent to junk/spam folders or held by email filters such as *mimecast*, I stated that members should check their junk/spam mail as well as their held messages if they cannot find this message in their inbox. Finally, I stated that if they do not receive the election email, members should contact *Survey and Ballot Systems* at support@directvote.net.

Note: The Certified Candidates were Cc'd on each request.

Chapter Candidate Forums

No Chapter conducted candidate forums. Based on the first sentence of Rule #15 of the [election rules approved by the MSCA Board of Directors on June 4, 2021](#), "If there is more than one (1) Certified Candidate for any office, a candidate forum shall be scheduled in consultation with the Chapter President.", each Chapter should have conducted forums for the Office of President, Office of Vice President, and Office of Secretary. Since the Board of Directors approves the election rules, the Board of Directors must decide if the statewide forums will be used *in place of* Chapter forums for the

Forum Coordinator

Sarah Pilkenton agreed to serve as Forum Coordinator on February 5, 2022. Sarah Pilkenton and I communicated regarding scheduling and conducting the statewide forums. She provided data related to the candidate forums and a report. Her report, included at the end of this report, was sent to the Board of Directors. She should be commended for her work conducting the statewide forums.

Forum Schedule Information

- On February 15, 2022, Sarah Pilkenton and Chapter Presidents and Directors were provided with the schedule information approved by Certified Candidates and informed that “Per the statement below from Item #15 in the [election rules](#), Roberta Govoni, MSCA Executive Assistant to the President, will coordinate the schedules for the candidate forums.”

“The Nominations and Elections Supervisor, working with the secretary of the MSCA President, shall establish a date and place for each forum that is, to the extent possible, agreeable to the Certified Candidates.”

The statements below were included in this email, and Roberta Govoni’s contact information (phone, fax, and email) was included in this email so that Sarah Pilkenton and Chapter Presidents and Directors could contact her directly.

“Using the schedule information in the attached file, candidate forums will be scheduled, “to the extent possible, agreeable to the Certified Candidates”. The forum coordinator and Chapter Presidents (or designees) shall work with Robert[a] Govoni to set the date, time, and mode for forums in accordance with Item #14 and Item #15, respectively, in the [election rules](#). While doing so, please be mindful of the date/time restrictions included in the [election rules](#) and [election calendar](#).”

- Roberta Govoni and I communicated via email and phone regarding her role in scheduling candidate forums.
- Roberta Govoni created the "MSCA Candidate Forums" Google Calendar via which to coordinate the scheduling of candidate forums with Sarah Pilkenton, the Certified Candidates, and Chapter Presidents and Directors.
- The forum scheduling information was provided to Chapter Presidents and Directors again on March 2, 2022 in response to an email received from Maria Hegbloom; all Certified Candidates, Sarah Pilkenton, and Roberta Govoni were Cc'd on this email.

Statewide Candidate Forums

The dates and times of the statewide candidate forums (provided below) were posted on the election page with the statement, “Members must sign up 48 hours in-advance in order to attend each forum and may submit up to three (3) questions for consideration to be asked during the forum.”. A hyperlink via which to sign up for each forum was provided online, and Sarah Pilkenton checked the submitted information with a member list provided by the MSCA Treasurer’s Office so that only MSCA members could attend these forums. The forums were not livestreamed or recorded: neither livestreaming nor recording was included in the [rules for the election](#). If this is something that the MSCA Board of Directors wants to include for candidate forums *in the future* then they may do so *in the future*. [The rules](#) were applied as approved by the MSCA Board of Directors: since neither recording nor livestreaming of statewide forums were required in the election rules and since there were *objections to each*, neither was performed during the statewide forums.

- Office of President Candidate Forum: Monday, March 14, 2022, 4:30 PM – 6 PM
- Office of Vice President Candidate Forum: Wednesday, March 9, 2022, 4:30 PM – 6 PM
- Office of Secretary Candidate Forum: Monday, March 7, 2022, 4:30 PM – 6 PM
- Office of Treasurer Candidate Forum: Tuesday, March 8, 2022, 4:30 PM – 5:30 PM

Per an email received from Chris Gullen on February 26, 2022, information about the statewide forums was shared via Twitter and Facebook.

Chris Gullen agreed to help with the Candidate Forums and he worked with Sarah Pilkenton to conduct the forums via Zoom. Chris Gullen should be commended for his work with Sarah Pilkenton conducting the statewide forums.

Note: Maria Hegbloom’s March 3, 2022 email regarding MSCA’s 500-attendee Zoom meeting capacity was forwarded to the members of the Board of Directors. The MSCA Board of Directors chose to increase the meeting capacity for the statewide forums to allow all members to attend.

Direct Communication with Members for 2022 MSCA Officers Election

November 5, 2021 Using the election@mscaunion.org, a message was sent to members on the *Day Ratification*

email list; this was the only email list available at this time. Due to the sending limit on the account, many messages sent to Bridgewater, Fitchburg, Framingham, Mass Art, Mass Maritime, MCLA, Salem, Westfield, and Worcester were held or blocked. System administrator emails which include lists of member email addresses were received for each chapter; the error message listed for each email address is "Server error: '452 4.5.3 <https://support.google.com/mail/?p=TooManyRecipientsError>". Based on the automatic replies that I received from members at each chapter, the application of the sending limit was inconsistent. For subsequent email communication with members, I sent messages in batches over a period of two (2) days to accommodate the 2000-emails per day sender-limit.

Some automatic replies from college/university email addresses included statements that the recipient no longer works at that institution; I forward these to the MSCA Treasurer's Office.

The message identified information that could be accessed on the *2022 MSCA Officers Election* page on the MSCA website. I requested that Chapter Presidents forward the message to their members and share the message with those who did not receive it. In addition, I requested that members update their email addresses and mailing addresses prior to ballots being sent in March 2022.

February 26 – 28, 2022 I sent emails to the 2,414 members for whom I had received email addresses as of February 28, 2022; seventy of these email addresses were received on February 28, 2022. Bounced emails sent to university email addresses were sent again after the email address was corrected based on information found on university websites or in online faculty directories. Bounced emails sent to personal email addresses were sent again after email addresses containing discernible typos were corrected. All corrected email addresses were provided to the MSCA Treasurer's Office and the updated database was provided (March 1, 2022) to Survey and Ballot Systems.

The information sent to members included

- hyperlinks to the election page, the election calendar, the election rules, and MSCA Constitution,
- the names and affiliations of the Certified Candidates and a hyperlink to this information on the election page,
- the Candidate Statements file and a hyperlink to this information on the election page,
- my request to Chapter Presidents and Directors that they ask their members to update their email address and mailing address for the election,
- the email address at the MSCA Treasurer's Office to which they may send their updated contact information,
- the schedule and sign-up information for the statewide Candidate Forums and hyperlinks to this information on the election page,
- the attendee rules for the statewide Candidate Forums and a hyperlink to this information on the election page,
- the date by which (March 15, 2022) dues must be paid in compliance with Article III, Section 2 for an MSCA member to be eligible to vote, and
- information about the hybrid election [election email with ballot access information/credentials sent to member email address; online ballot; election information postcard sent to member mailing address; and option to request a paper ballot].

Since my requests to Chapter Presidents and Directors to ask members to update their contact information did not include any restrictions/limitations about email address or mailing address to which election information would be sent, I stated this in my email to members as well as that "election information will be sent to the email address – personal or University – and the mailing address – personal or University – which each member has provided to MSCA".

March 15, 2022 and March 16, 2022 I sent an email to all members listed in the database that I received from the MSCA Treasurer's Office to inform them of the subject line for the email to be sent by *Survey and Ballot Systems*, "2022 MSCA Officers Election", the sender address, noreply@directvote.net, the date on which the election email would be sent, March 17, 2022, and the email address via which to contact *Survey and Ballot Systems* if they do not receive an election email. In addition, I stated that they should check their junk/spam folder and held messages if they cannot find this email on March 17, 2022. I provided a hyperlink to the candidate statements and stated that they would be able to access these statements from the online ballot when voting. The text of the message is included below.

Greetings! Please watch for an email with subject line "2022 MSCA Officers Election" from noreply@directvote.net. *Survey and Ballot Systems*, the election vendor, will use noreply@directvote.net to send ballot login information on March 17, 2022. Since this email could be marked as spam and sent to your junk/spam folder or held by email filters such as *mimercast*, you should check you junk/spam mail as well as your held messages if you cannot find this message in your inbox on March 17, 2022. If you do not receive the election email, you may contact *Survey and Ballot Systems* at support@directvote.net.

You will be able to access the [candidate statements file](#) from the online ballot as well as on the [election page](#) on the [MSCA website](#).

Due to the 2000-email address sending-limit during a 24-hour period, these messages had to be sent over a two-day period. As before, I tried to correct university email addresses for bounced emails using online directories. I sent the personal email addresses for bounced emails to the Treasurer's Office since I do not have chapter-member information.

April 6, 2022 I sent a last email reminder to members who had not voted; Survey and Ballot Systems (SBS) provided the email addresses for those who had not voted as of April 6, 2022. This message included the details for the two election emails sent by SBS, a reminder to check junk/spam folders and held-message notifications, a hyperlink via which members could request election credentials, and hyperlinks to relevant information on the MSCA website.

Election Requirements Checklist (ERC)

The SBS election requirements checklist (ERC) was completed on January 13, 2022. The ERC acknowledged the specifications for the election which were set in the contract and allowed me to set the following dates/times:

- the start-time and end-time for access to the online ballot, 8 AM EDT on March 17, 2022 and 5 PM EDT on April 7, 2022, respectively;
- the delivery time deadline, 5 PM EDT, for the election results on April 8, 2022; and
- the date, March 28, 2022, for the reminder email to be sent to members at the midpoint of the election period.

I included the URL for the election calendar in the comment section so that anyone at *Survey and Ballot Systems* who works on the election has access to the election calendar.

I confirmed the information in the ERC with Kim Smith, Web Project Manager for SBS. I sent her the election calendar, election rules, and the ERC which I printed to PDF format after its submission on January 13, 2022. I confirmed that SBS would generate an Election ID and an Election Passcode for each member as they did for the 2018 election.

Database Template

The *database template* and the *material receipt specification information* were sent to Melissa Henderson on February 3, 2022.

Survey and Ballot Systems (SBS)

- The **slate and candidate information**, with name-order statements for each office, were submitted via the SBS portal on February 20, 2022.
- The **login credentials and URL for the SBS file secure portal** were provided to Melissa Henderson on February 23, 2022.
- The **initial database** of MSCA members was submitted to Survey and Ballot Systems on February 24, 2022. This database was updated on March 2, 2022 to include additional email addresses obtained by Melissa Henderson (but not submitted by members) and email addressed that I corrected while sending election information to members February 26 – 28, 2022.
- Rather than downloading and posting the **Candidate Statements** file on the ballot site, SBS was directed (February 27, 2022) to use a hyperlink to the Candidate Statements file posted on the election page.
- **Election Website Testing:** On February 28, 2022, Kim Smith, my contact at SBS, provided access to the election site. From then until March 3, 2022 when I sent test credentials to the Certified Candidates so that they could review the site, I tested the functionality of the site and made requests for changes to information/statements on the various pages of the site and requests for multiple changes on the login page, online ballot, ballot confirmation page, and voting instructions page in order to correct and clarify information for voters. The election site was approved by Certified Candidates on March 4, 2022.
- **Paper Ballot and Postcard:** Not having received the preliminary files for the paper ballot and notification postcard by March 4, 2022, I asked Kim Smith when I would receive these files. In her reply, she demonstrated a lack of full familiarity with the project, stating that the only paper components for the election were on-request paper ballots and standard envelopes. I confirmed that the Board of Directors had requested a notification/awareness postcard be sent to voting-eligible members. Kim provided the initial file for the paper ballot on March 4, 2022 and the initial file for the postcard on March 7, 2022. Changes to the printed ballot include listing the name using format "FirstName LastName" rather than "LastName, FirstName", listing each Office vertically, one below the other rather than having

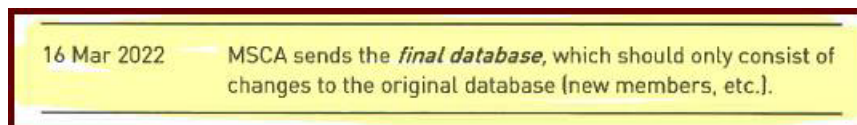
the Office of Treasurer adjacent to the Office of President, revising statements for clarity and readability, changing font formats to improve readability, widening the area for each Office and increasing the length of the write-in line, and distributing the blank space among the Offices to provide appropriate separation between them. The paper ballot was sent to and approved by the Certified Candidates on March 7, 2022.

In order to minimize revisions, the text on the postcard was modeled after that of the broadcast email. Doing so made it possible to make necessary changes and approve the notification postcard on March 7, 2022. On March 14, 2022, I received postcard address samples. While checking these addresses, I found two (2) problematic addresses, one which included two (2) street addresses and the other for which the street address had not been fully entered. Melissa Henderson corrected these addresses and these addresses were revised in the SBS database.

- **Broadcast Email:** On March 7, 2022, I made various revisions to and, then, approved the broadcast email for the election. This email, sent to members in good standing on March 17, 2022 and again as a reminder email on March 28, 2022 to members who have not voted at that point, included the member's voting credentials, the date/time at which the election site closes, 5 PM on April 7, 2022, the URL for the election site, <https://www.directvote.net/msca/>, a statement that candidate statements can be accessed from the online ballot, a phone number, 952-974-2339, and email address, support@directvote.net, via which members may contact SBS support, and elections@mscaunion.org as the contact email address for election questions.
- **Member Database:** As of March 7, 2022, 2558 voting-eligible members were included in the database, 2542 of whom had provided email addresses and sixteen (16) of whom had not.

On March 16, 2022, the day on which the Treasurer's Office was scheduled to submit the revisions (changes/additions) to the eligible-voter database, Kim Smith's lack of full familiarity with the project (*and* the contract) was displayed again as she stated "Your database updates should only include new records to be added." and "We are not sure if the mail house will be able to add the new members to the current list he has to send the postcard." In an immediately sent follow-up email, she stated "These will not be able to be updated without re-processing the sort file." and "For any added records and address updates we would need to push your mail date back."

This, as a violation of our contract, was unacceptable. I pointed out to her that, per the contract calendar (I included the screen capture below from Page 13 of the *signed* SBS contract), the updated database was scheduled for submission that day, this database may contain changes to the original database, and these changes included updated/changed email addresses, updated/changed mailing addresses, and information related to new members. In addition, I pointed out that no additional costs are associated with these changes as they are included in the contract.



I Cc'd Paul Bordson-Nolle on my email. Paul stepped-in and handled the problem well: Melissa Henderson submitted the final database, the already prepared postcards were sent to members in the original database as scheduled, and new members and those for whom mailing addresses had been revised were sent paper ballots *at no cost to MSCA*. Kim Smith confirmed the mailing of the paper ballots to these members on March 17, 2022.

- **Start of Election:** The election opened *as scheduled* on March 17, 2022; SBS sent an email confirming that emails were being sent to members in batches and that the postcards were mailed to members.
- **Members with Unpaid Dues or Non-Members Requesting to Vote:** There were members, ineligible to vote due to outstanding dues, and former members who submitted requests to vote. Their status was verified with Melissa Henderson and they were notified regarding being ineligible to vote.

Note: It is worth mentioning that not all members understand that March 15th during an election year is the *cut-off* for voting eligibility. This was demonstrated by a member who contacted me on March 17, 2022 after paying her outstanding dues *that day*. As stated in Part (a) of Section 3 in Article IV on Page 4 of the MSCA Constitution, "In order to be eligible to vote, a member shall have paid dues in compliance with Article III, Section 2, by March 15 of an election year." I shared this information with her along with a screen capture of this section of the MSCA Constitution.

- **Members Unable to Find the Election Email:** I had several email exchanges with members who could not find their election email and requested that another be sent. For two (2) requests, I suggested that the member submit an alternate email address to SBS as the members were not able to resolve the election message being blocked: one of these members emailed on March 31, 2022 that he had *found* his election email. I resolved some requests via Zoom meetings, showing the members how to release the election email via the list of *mimecast* held-messages; I had provided information on how to resolve held and blocked emails via *mimecast* so that they could release the message, but it became clear that direct help was necessary. The other “lost” emails were *found* after reminders to check junk/spam folders and information on how to release held messages was provided.
- **Bounced Emails:** Notification regarding bounced emails was provided on March 24, 2022. Since the email addresses had not been included with this notification, I requested the email address; there were twenty-three (23) bounded emails. I corrected some university email addresses using online directories and university websites, and I sent the corrected email addresses to Kim Smith at SBS and the MSCA Treasurer’s Office. Melissa Henderson provided alternate email addresses for the two (2) university email addresses which could not be obtained online and the personal email addresses. The list of corrected or alternate email addresses for these members was submitted through the SBS portal on March 28, 2022. Four (4) framingham.edu email addresses were on this list. I confirmed these email addresses were correct and I sent an email to these members reminding them that noreply@directvote.net is a safe-sender as well as the sender of the election email. I provided directions for marking noreply@directvote.net as a safe-sender in *mimecast* so that they could receive their election email; none of these members replied to this email. SBS sent another email to all of these members.
- **Problems with Member Database:** On March 24, 2022, Rala Diakite, President of MSCA-Fitchburg, informed me that a member of her chapter received two (2) sets of credentials, one via her university email address and the other via her personal email address. I requested that Rala send me the email addresses and confirmation emails that she received as acknowledgment of voting using each set of credentials. I informed Kim Smith of this problem and I requested that the database be checked for repeated names. Kim provided a list of repeated names, for which Melissa Henderson confirmed that six (6) of the twice-repeated names were distinct members and four (4) were listed in the database twice. Melissa Henderson provided the correct email address and mailing address combination for each of the repeated members, only one (1) of whom had voted; the one who had voted was the above-mentioned member at Fitchburg. SBS confirmed that the Fitchburg member had voted in the same manner via each set of credentials; the duplicate record was deleted so that this member had one (1) vote.

While exploring these repeated member names in the database files that I had received, I noted an error involving three (3) members who have the same last name, but different first names; one of these members was listed twice in the database. Two of these members were listed with the same mailing address and the other two members were listed with the same email address; one of these members had a duplicate record in the database with a different email address. At that point, none of these members had voted. New credentials were created for one member, one set of credentials were invalidated for the twice-listed member, and the addresses were corrected; this information was updated in the MSCA database. Each member was sent a new election email.

A full-time member had been omitted from the database; once SBS support received confirmation of eligible-voter status, an election email was sent to this member.

Election Count

The Survey and Ballot Systems (SBS) *Daily Participation* report (at the end of this report) counts the two (2) ballots submitted by the Fitchburg member who was included twice (university email address and personal email address) in the MSCA database. As stated in the April 1, 2022 report of the Elections Committee to the MSCA Board of Directors, this member’s duplicate record was removed after SBS confirmed that the member had voted in the same manner using each set of credentials. Since the SBS election report does not include this member’s duplicate record in the election count, the *Total Returns* on Page 1 (File Page 4) is certified as 1,003, not 1,004, the *Running Sum* stated on the *SBS Daily Participation* report.

Paper Ballots

No members requested paper ballots. All votes were cast online.

Online Voting Survey

As stated on Page 8 (File Page 11) of the SBS election report, 70.8% of the 699 members who completed the voter survey responded that they were *Very Satisfied* with their voter experience; 94.5% of the 699 members who completed the survey responded that they were *Satisfied* or *Very Satisfied* with their voter experience. Negative comments about the process include:

- the email containing election credentials was sent to a spam folder or caught by an email filter system (for example, mimecast);
- a recommendation for access to candidate statements via the ballot despite the presence of a hyperlink to the candidate statements on the ballot;
- a complaint that there were “Too many confusing emails before the actual email.” followed by “I put the actual email in the trash because there were so many.” and,
- in contrast to this, a complaint that a member “would have liked this to have been a priority, with multiple reminders to make me feel that you actually were interested in this voting process”.

It is worth mentioning that one complaint, “I would like the incumbent if on the ballot to be identified.”, goes against the [MSCA Constitution](#) as, per Article V, Section 2[c], “The Supervisor shall prepare a ballot on which names shall be entered in order, by lot, without designation of incumbency.”

The mixed messages sent by some Chapter Presidents regarding the use of university email addresses and personal email addresses needs to be addressed. This confusion is demonstrated by the complaint “I think it is wrong that we had to use personal emails to vote in our workplace union. I think we should be able to use our work emails for union business.”

Positive comments regarding the multiple email reminders include

- “The email to vote would have slipped by me if it hadn’t been for multiple reminders from my officers.” and
- “Fortunately, our MSCA university chapter let us know that the ballot may go to junk make or "other" mailbox so I was able to find it.”

Email Communication with Members

The comments, “This is more of an issue with my university than with the MSCA, but this went to spam and was challenging to access.” and “Voting itself was very easy, but the email notices from MSCA go into my spam folder.” provide evidence of two (2) ongoing problems, (i) many members lacking the expertise to manage spam filters on personal email or email filter systems such as *mimecast* and (ii) members not receiving communication from MSCA due to these emails being classified as spam and either sent to junk/spam folders (which are possibly never checked) or blocked entirely. Members need to be more proactive in dealing with email as, by not monitoring *held messages* notifications or checking junk/spam folders, they miss more than just MSCA communications.

MSCA Chapters could be of service to members by providing instruction on how to deal with university email filter systems such as *mimecast* and personal email settings.

Use of Contact Information of Members

I received a report that some members received phone calls and/or emails from some certified candidates during the election; per the election rules, certified candidates were provided with mailing address but *neither* the email address *nor* phone number for members. Although I view this as *hearsay* as no members who may have received such phone calls and/or messages contacted me, *how* MSCA uses the contact information of members should be of concern. Members provide contact information trusting MSCA to use this information in an appropriate manner. Some members may view communication for purposes other than conducting MSCA business, such as campaigning, as *unwelcome*. In addition, campaign emails sent to university email addresses could be problematic for MSCA: although Item 4 of Section A, *The Association*, in Article III, *Use of College Facilities*, in the [2017-2020 CBA](#) includes the statement, “The Association shall be permitted to use the intra-University mail system and e-mail system for the distribution of Association communications.”, campaign emails cannot be classified as “Association communications”.

My suggestion for email and/or phone communication between certified candidates and members during the 2024 election is opt-in hyperlinks posted on the election page of the MSCA website via which members could submit contact information directly to certified candidates from whom they would like to receive campaign information. These hyperlinks could direct members to the website of interested certified candidates where the contact information could be directly entered; certified candidates would need to include a statement on their submission page informing members that campaign emails would not be sent to university email addresses.

End of Election

The election closed at 5 PM (ET) on April 7, 2022. As they did for the 2018 election, Survey and Ballot Systems provided certified election results in a report via their secure portal. I downloaded the report, summarized the election results, and posted the summary and [election report](#) on the [2022 MSCA Officers Election](#) page of the MSCA website.

Below is general ballot-count information for the 2022 MSCA Officers Election. Details (including write-in vote information for the *Office of President*, *Office of Vice President*, *Office of Secretary*, and *Office of Treasurer*) can be

viewed in the Survey and Ballot Systems election report, <https://mscaunion.org/wp-content/uploads/2022/04/22-MSCA-Final-Report-Certified.pdf>.

Office of President (names listed in ballot-order determined by lottery mandated by MSCA Constitution; lottery held February 8, 2022)

- Christopher J. O'Donnell — 347
- Maria Hegbloom — [646](#)

Write-in (other than above) — 3

- ♦ Kathryn Riel — 1
- ♦ Michael Sormrude — 1
- ♦ Pierre Walker — 1

Office of Vice President (names listed in ballot-order determined by lottery mandated by MSCA Constitution; lottery held February 7, 2022)

- Joanna Gonsalves — [557](#)
- Irina Seceleanu — 418

Write-in (other than above) — 1

- ♦ Michael Sormrude — 1

Office of Secretary (names listed in ballot-order determined by lottery mandated by MSCA Constitution; lottery held February 8, 2022)

- Aruna Krishnamurthy, Fitchburg State — 439
- Michelle Corbin, Worcester State University — [511](#)

Write-in (other than above) — 1

- ♦ Michael Sormrude — 1

Office of Treasurer

- Eric Weeks, Bridgewater State University — [910](#)

Write-in (other than above) — 11

- ♦ Alex Tarr — 1
- ♦ Alexander Hamilton — 1
- ♦ Eric Bressler — 1
- ♦ Heather Crocker Aulenaback — 1
- ♦ Jonathan Lukens — 1
- ♦ Michael Sormrude — 1
- ♦ Mickey Mouse — 1
- ♦ NA — 1
- ♦ Nathan Angelo — 1
- ♦ Other — 1
- ♦ Robert Donohue — 1

After posting the election results, I sent an email to the Certified Candidates and the members of the MSCA Board of Directors to inform them that a summary of the election results and the election report had been posted on the election page on the MSCA website. In addition, I attached the election report file and included a hyperlink to the report and a hyperlink to the election page so that they could access the report online as well as view the summary.

Next, I informed Kim Smith of SBS that I had posted a summary of the election results and the report on the 2022 MSCA Officers Election page on the MSCA website and that I had sent the report to the Certified Candidates and the MSCA Board of Directors; hyperlinks to the election page and the election report were included. In that email, I thanked Kim Smith, the Support Division, and Tyler Oppenheimer for their help with the election, and I Cc'd Paul Bordson-Nolle to share with him my appreciation of their help throughout the election and their efforts on the behalf of the MSCA.

Challenges to Election Results

No written (via email, text message, or USPS mail) challenges to the election results were received.

Arbitrator

Robert Donohue contacted AAA regarding their providing an arbitrator, if needed, for the election. Per the [election rules](#), written challenges to the election were to be received by 5 PM ET/EST on April 15, 2022, and “submitted to the Arbitrator by the next business day”.

Robert Donohue put me in contact with Arbitrator Barbara Deinhardt on April 12, 2022. At that I time, I informed Barbara that I had not received any written challenges to the election at that point. In addition, I informed her that the election results had been released by SBS on April 8, 2022 and that I had posted the election results on the election page on the MSCA website, sent the election results to the MSCA Board of Directors and the Certified Candidates, and informed the MSCA Board of Directors and the Certified Candidates of the posting of this information online on April 8, 2022.

On April 16, 2022, after doing a final check of the mail at my Post Office Box, I informed Barbara Deinhardt that no written challenges had been received by email, text message, or USPS mail. In a reply to my email on April 17, 2022, Barbara Deinhardt inquired to whom she should submit her invoice, and I directed her to the MSCA Treasurer's Office. Having received acknowledgment of my email from Barbara Deinhardt, I informed the MSCA Board of Directors and the Certified Candidates that no written challenges had been received.

I Cc'd Robert Donohue on my communication with Barbara Deinhardt.

SBS Invoice

On April 18, 2022, I received the invoice from Shelley Bussey of SBS. I directed her to submit the invoice to Eric Weeks and the MSCA Treasurer's Office; to facilitate this contact, I Cc'd each on my email.

2022 Election in Comparison to the 2016, 2018, and 2020 Elections

For the 2016 MSCA Officers Election, 380 of the 3,434 paper ballots mailed to eligible members were returned; approximately 11.07% of eligible members voted.

For the 2018 MSCA Officers Election, paper ballots and online voting credentials were mailed to 2,663 eligible members. 181 paper ballots were returned and 187 online ballots were cast: a total of 368 ballots were cast, and approximately 13.82% of eligible members voted, approximately 49.18% of these members voted by paper ballot, and approximately 50.82% of these members voted online.

For the 2020 MSCA Officers Election, paper ballots and online voting credentials were mailed to 2827 eligible members. 138 paper ballots were returned and 390 online ballots (69 using credentials from paper ballots and 321 using personal links from election emails) were cast: a total of 528 ballots were cast and approximately 18.62% of eligible members voted, approximately 26.14% of those members voted by paper ballot, and approximately 73.87% of these members voted online.

For the 2022 MSCA Officers Election, paper ballots were available on-request and online voting credentials were sent via email to 2588 eligible members. 1,003 members, approximately 38.67% of members cast ballots: all ballots were submitted online.

Recommendations for Future Elections

- **Updating Member Information** It is my recommendation that a facility via which members can update name and contact information directly online be posted on the MSCA website. Many professional organizations have such systems, and an online system would take the burden off the MSCA Treasurer's Office. Such a system would allow members to view their contact information and easily make changes, as needed; this would facilitate the update of member information.
- **Contract with SBS for 2024 Election** If the MSCA Board of Directors would like Survey and Ballot Systems to conduct the 2024 election then this would be a good time at which to negotiate a new contract. SBS has been efficient and fair in their dealings with the MSCA, and I have enjoyed working with their representatives.
- **Paper Ballot** Since no members requested a printed ballot, this option should be removed.
- **Notification Postcard** The comment "Without the postcard I got at my home address telling me from whom the voting directions would come, I would've had an impossible time finding the instructions - especially since sending address does not include "MSCA," which is how I would've searched." in the voter survey indicates that at least one member appreciated the election notification postcard. MSCA should consider keeping this as an option, especially since so many members have difficulty managing their email.
- **Opt-In Option for Members who wish to receive Campaign Emails** As stated above, I recommend the posting of hyperlinks to candidate websites on the election page so that members who choose to do so can opt-in for campaign communication from candidates.
- **Chapter Forums** As stated in the April 1, 2022 report, no Chapter conducted candidate forums. Based on the first sentence of election [Rule #15](#), "If there is more than one (1) Certified Candidate for any office, a candidate forum shall be scheduled in consultation with the Chapter President.", each Chapter should have conducted forums for the Office of President, Office of Vice President, and Office of Secretary. Since the Board of Directors approves the election rules, the Board of Directors must decide if the statewide forums will be used *in place of* Chapter forums for the 2024 MSCA Officers Election.
- **Statewide Candidate Forums** The Board of Directors must decide how candidate forums will be conducted, via Zoom or in-person, *and* they must decide if candidate forums will be recorded or live-streamed. Future candidates and those who may wish to serve as Forum Coordinator should have this information *before* the start of the next election, and this information must be included in the election rules.

Closing Remarks

The election was conducted according to the rules and calendar approved by the MSCA Board of Directors, and I believe that the process was inclusive and transparent.

I responded to all who contacted me regarding not having received election emails and I sent follow-up emails to those who did not respond to my replies and my subsequent emails. In addition to providing directions for accessing/releasing messages held by email filter systems such as *mimecast*, designating email addresses as safe-senders, and removing email addresses from blocked-sender lists, I facilitated the receipt of replacement emails containing election credentials from SBS Support sent to the original email address or an alternate email address. In addition to providing directions for accessing messages held by email filter systems, I met with some members via Zoom to help them to access their held-messages notifications and release their election emails.

Throughout the election, I treated everyone who contacted me in the same manner in which I would like to be treated – with consideration and respect. I wish that some members involved in this process had treated me with the same courtesy.

My thanks to Sarah Pilkenton and Chris Gullen for conducting the candidate forums. It is my hope that members will thank Sarah and Chris for providing these opportunities to interact and hear from the candidates. In addition, I encourage the Certified Candidates to thank Sarah and Chris for facilitating these forums.

Special thanks to Melissa Henderson for all her help and support with and throughout the election. Members should thank Melissa for her work updating their email and mailing information in the database.

Respectfully submitted by
Sarah Mabrouk
Chair, Elections Committee

MCSA 2022 Officer Elections – Candidate Forum Data

Candidate forums were held on the following dates and times:

- **Office of President Candidate Forum:** Monday, March 14, 2022, 4:30 pm – 6:00 pm
- **Office of Vice President Candidate Forum:** Wednesday, March 9, 2022, 4:30 pm – 6:00 pm
- **Office of Secretary Candidate Forum:** Monday, March 7, 2022, 4:30 pm – 6:00 pm
- **Office of Treasurer Candidate Forum:** Tuesday, March 8, 2022, 4:30 pm – 5:30 pm

Registration Data:

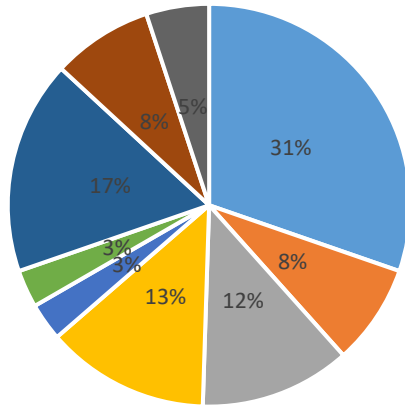
- Registration closed 48 hours prior to each forum.
- If an unregistered person emailed the MCSA Nominations and Elections Supervisor, the Forum Coordinator, or Webmaster prior to the start of the forum asking for the link to the forum, the Forum Coordinator checked the membership status of the person and emailed the link to MCSA members.

| Member Registration by Chapter | MCSA President | MCSA Vice President | MCSA Secretary | MCSA Treasurer |
|---------------------------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Bridgewater State University | 30 | 24 | 14 | 9 |
| Fitchburg State University | 8 | 5 | 6 | 1 |
| Framingham State University | 12 | 8 | 8 | 1 |
| MassArt | 13 | 8 | 7 | 3 |
| Massachusetts College of Liberal Arts | 3 | 2 | 1 | 0 |
| Massachusetts Maritime Academy | 3 | 3 | 3 | 1 |
| Salem State University | 17 | 13 | 8 | 3 |
| Westfield State University | 8 | 6 | 6 | 4 |
| Worcester State University | 5 | 5 | 6 | 3 |
| Total Registered* | 99 | 74 | 14 | 25 |

*excludes forum coordinator and certified candidates

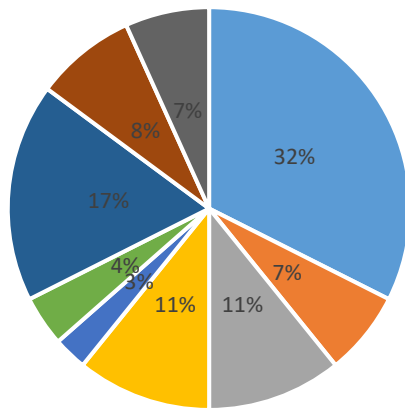
Below are diagrams showing the percent of registrants per chapter for each candidate forum. Data from duplicate registrations, certified candidates, forum coordinator, and non-members are not included.

MSCA President Forum Registration by Chapter



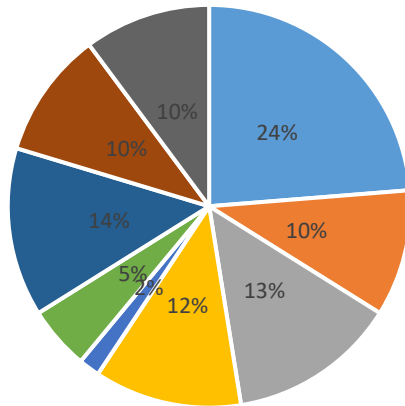
- Bridgewater State University
- Framingham State University
- Massachusetts College of Liberal Arts
- Salem State University
- Worcester State University
- Fitchburg State University
- MassArt
- Massachusetts Maritime Academy
- Westfield State University

MSCA Vice President Forum Registration by Chapter



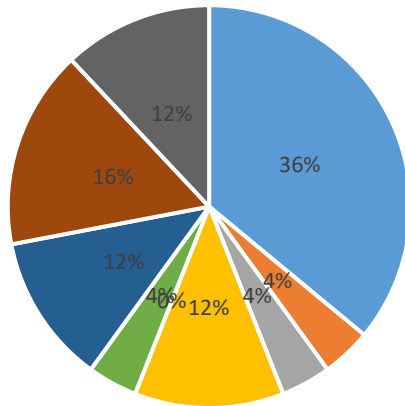
- Bridgewater State University
- Framingham State University
- Massachusetts College of Liberal Arts
- Salem State University
- Worcester State University
- Fitchburg State University
- MassArt
- Massachusetts Maritime Academy
- Westfield State University

MSCA Secretary Forum Registration by Chapter



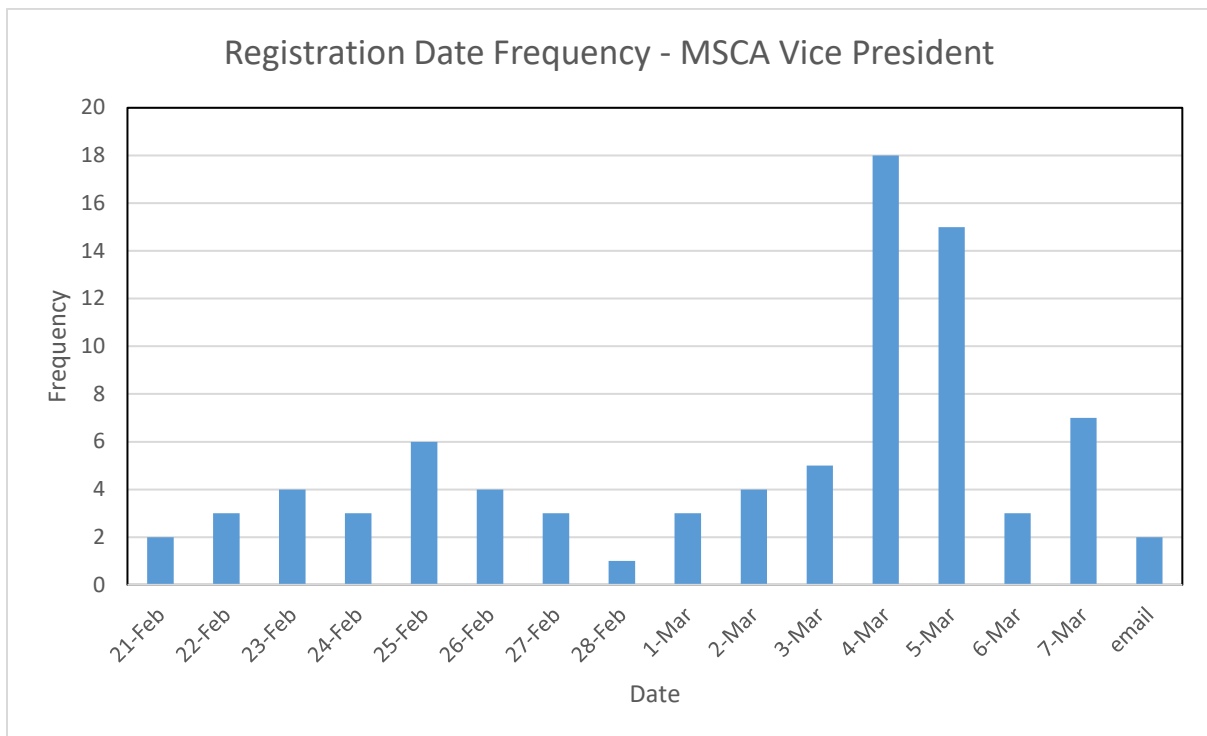
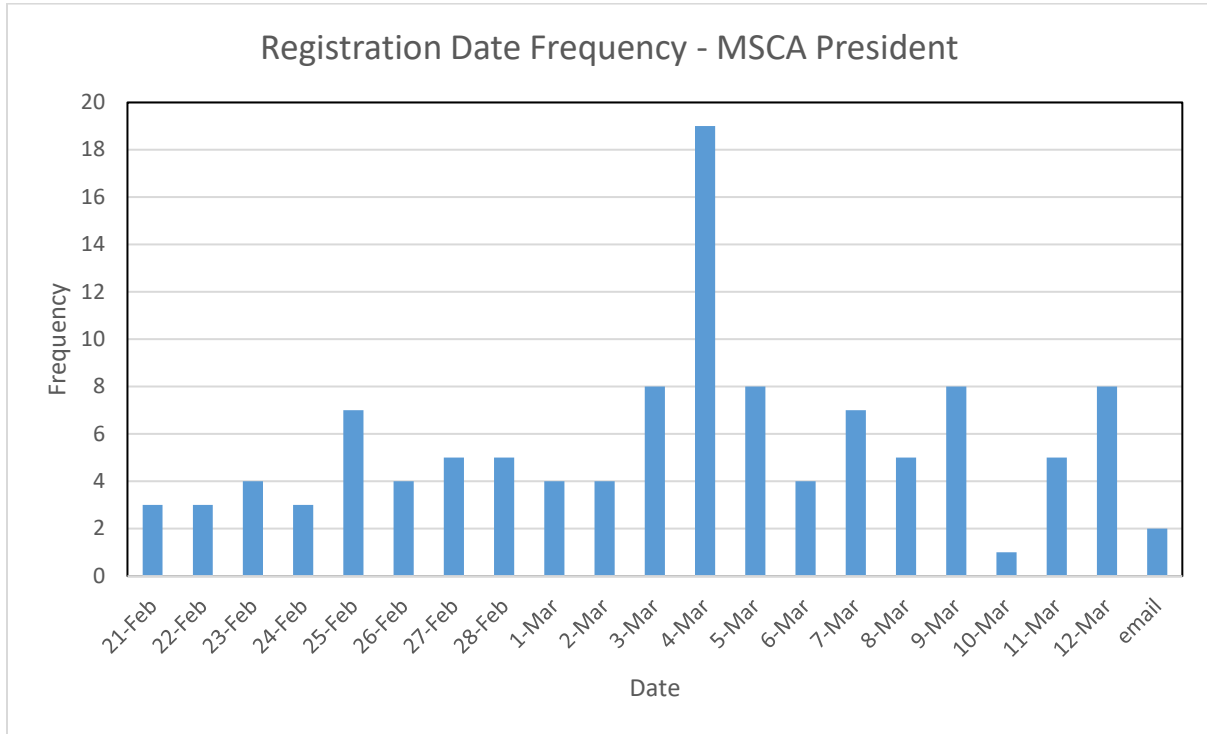
- Bridgewater State University
- Framingham State University
- Massachusetts College of Liberal Arts
- Salem State University
- Worcester State University
- Fitchburg State University
- MassArt
- Massachusetts Maritime Academy
- Westfield State University

MSCA Treasurer Forum Registration by Chapter

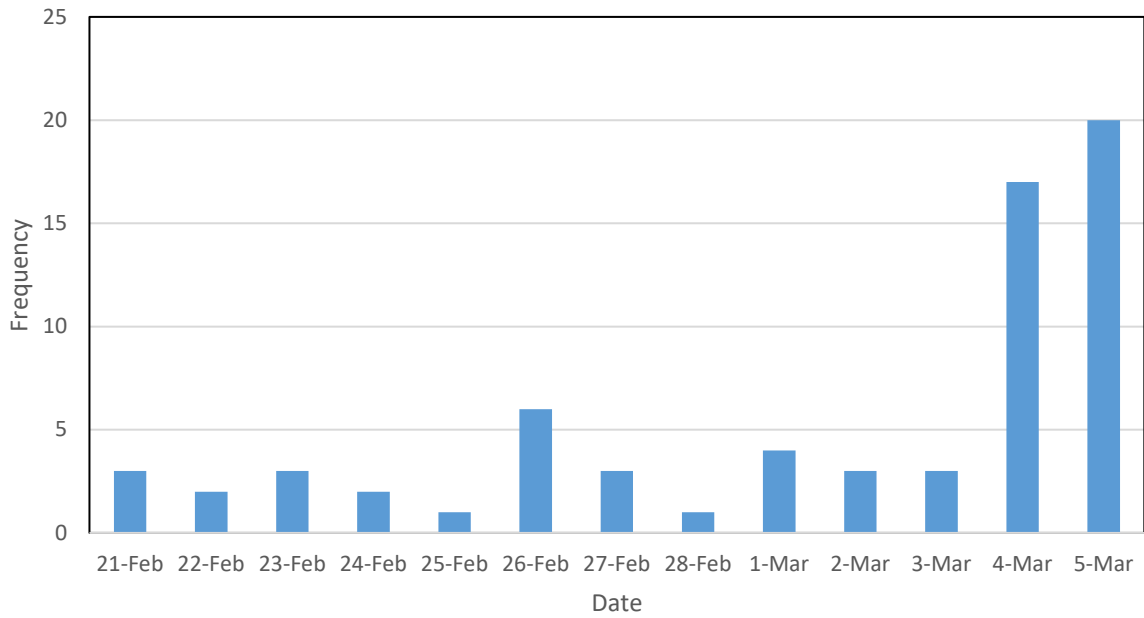


- Bridgewater State University
- Framingham State University
- Massachusetts College of Liberal Arts
- Salem State University
- Worcester State University
- Fitchburg State University
- MassArt
- Massachusetts Maritime Academy
- Westfield State University

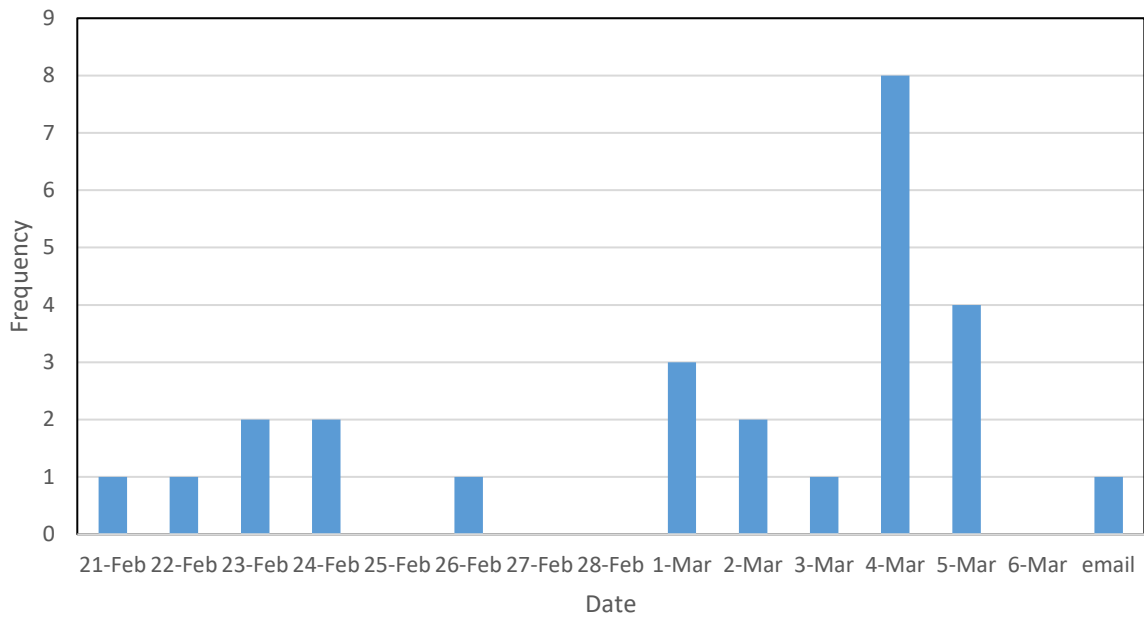
Below are histograms showing the frequency of registration per day for each candidate forum. Data from duplicate registrations, certified candidates, forum coordinator are included. Data from non-members is excluded. The category labeled as email indicates the number of members who requested the link to the forum after the registration link expired.



Registration Date Frequency - MSCA Secretary



Registration Date Frequency - MSCA Treasurer

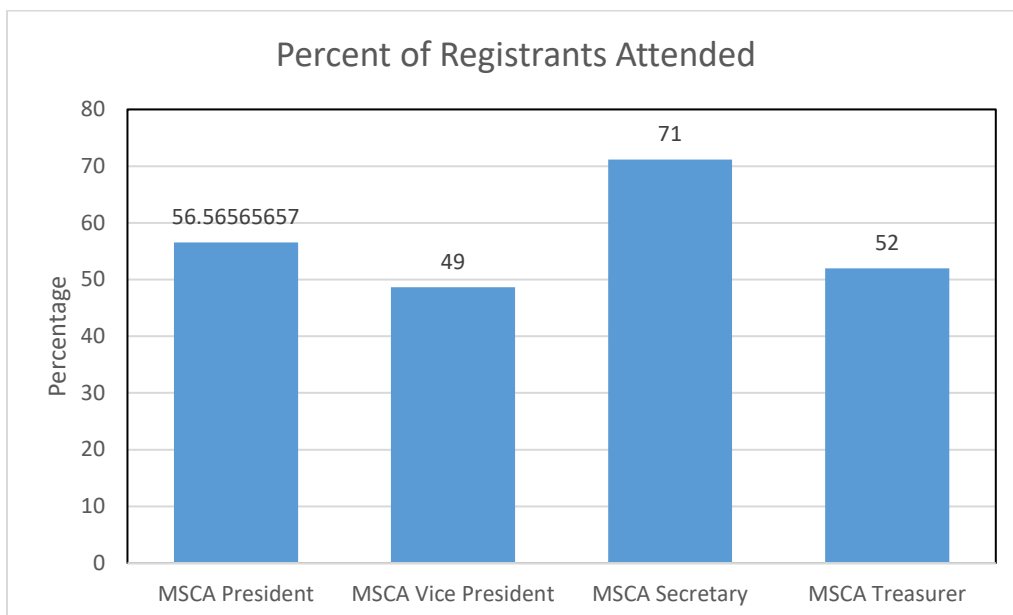
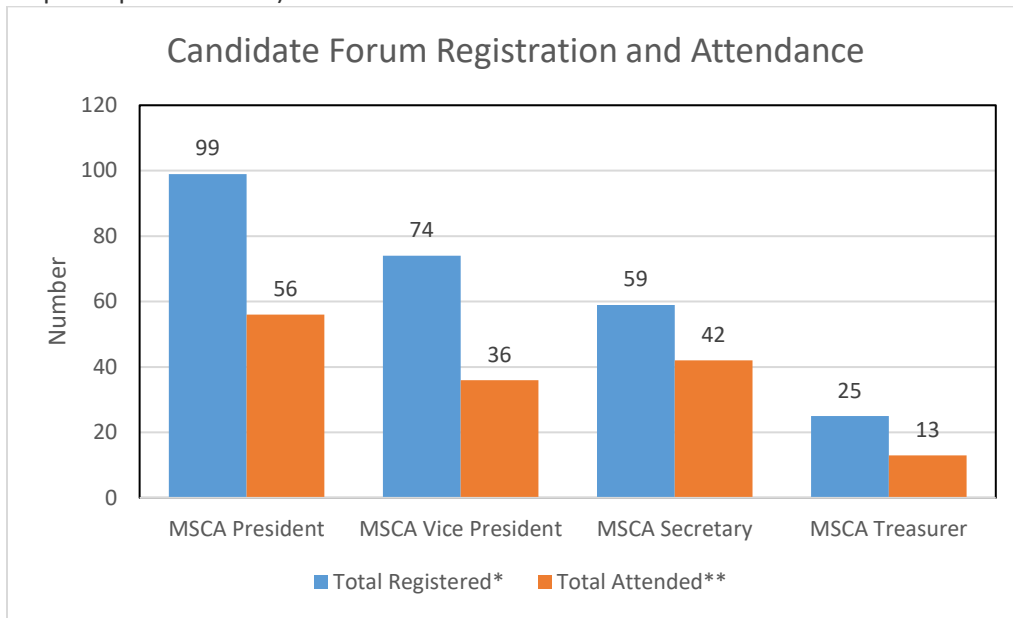


Forum Attendance Data:

| Candidate Forum | MSCA President | MSCA Vice President | MSCA Secretary | MSCA Treasurer |
|------------------------------|----------------|---------------------|----------------|----------------|
| Total Registered* | 99 | 74 | 59 | 25 |
| Total Attended** | 56 | 36 | 42 | 13 |
| % of Registered Who Attended | 57% | 49% | 71% | 52% |

*excludes forum coordinator and certified candidates

**excludes webmaster, forum coordinator, and certified candidates (and timer which appear as a participant in Zoom)



Notes for Future Reference:

- Personal email accounts (e.g., gmail) limit the number of emails per day to 500. If a large number of attendees sign-up, the forum coordinator may need to have several different email accounts or the Zoom link will need to be shared using a different mechanism.
- I used a gmail account to send the Zoom links and correspond with attendees. It was not uncommon for people who registered using their campus email accounts to not receive my emails.

Sarah Pilkenton
Forum Coordinator

MASSACHUSETTS STATE COLLEGE ASSOCIATION

2022 OFFICERS ELECTION

Scheduled open and close dates: 3/17/2022 7:00:00 AM - 4/7/2022 4:00:00 PM Central Time USA

Remember: Email reminders are a tried-and-true way of boosting participation in web elections.

Scheduled reminder emails: 3/28/2022

| Date | | Mail | Web | Total | % of Eligible | Running Sum |
|-----------|----------|------|-----|-------|---------------|-------------|
| 3/17/2022 | | 0 | 377 | 377 | 14.57% | 377 |
| 3/18/2022 | | 0 | 81 | 81 | 3.13% | 458 |
| 3/19/2022 | | 0 | 31 | 31 | 1.20% | 489 |
| 3/20/2022 | | 0 | 19 | 19 | 0.73% | 508 |
| 3/21/2022 | | 0 | 64 | 64 | 2.47% | 572 |
| 3/22/2022 | | 0 | 47 | 47 | 1.82% | 619 |
| 3/23/2022 | | 0 | 34 | 34 | 1.31% | 653 |
| 3/24/2022 | | 0 | 14 | 14 | 0.54% | 667 |
| 3/25/2022 | | 0 | 16 | 16 | 0.62% | 683 |
| 3/26/2022 | | 0 | 7 | 7 | 0.27% | 690 |
| 3/27/2022 | | 0 | 8 | 8 | 0.31% | 698 |
| 3/28/2022 | Reminder | 0 | 91 | 91 | 3.52% | 789 |
| 3/29/2022 | | 0 | 40 | 40 | 1.55% | 829 |
| 3/30/2022 | | 0 | 17 | 17 | 0.66% | 846 |
| 3/31/2022 | | 0 | 11 | 11 | 0.43% | 857 |
| 4/1/2022 | | 0 | 14 | 14 | 0.54% | 871 |
| 4/2/2022 | | 0 | 3 | 3 | 0.12% | 874 |
| 4/3/2022 | | 0 | 7 | 7 | 0.27% | 881 |
| 4/4/2022 | | 0 | 29 | 29 | 1.12% | 910 |
| 4/5/2022 | | 0 | 22 | 22 | 0.85% | 932 |
| 4/6/2022 | | 0 | 50 | 50 | 1.93% | 982 |
| 4/7/2022 | | 0 | 22 | 22 | 0.85% | 1,004 |

Note: Counts are not final. Results will contain final counts.



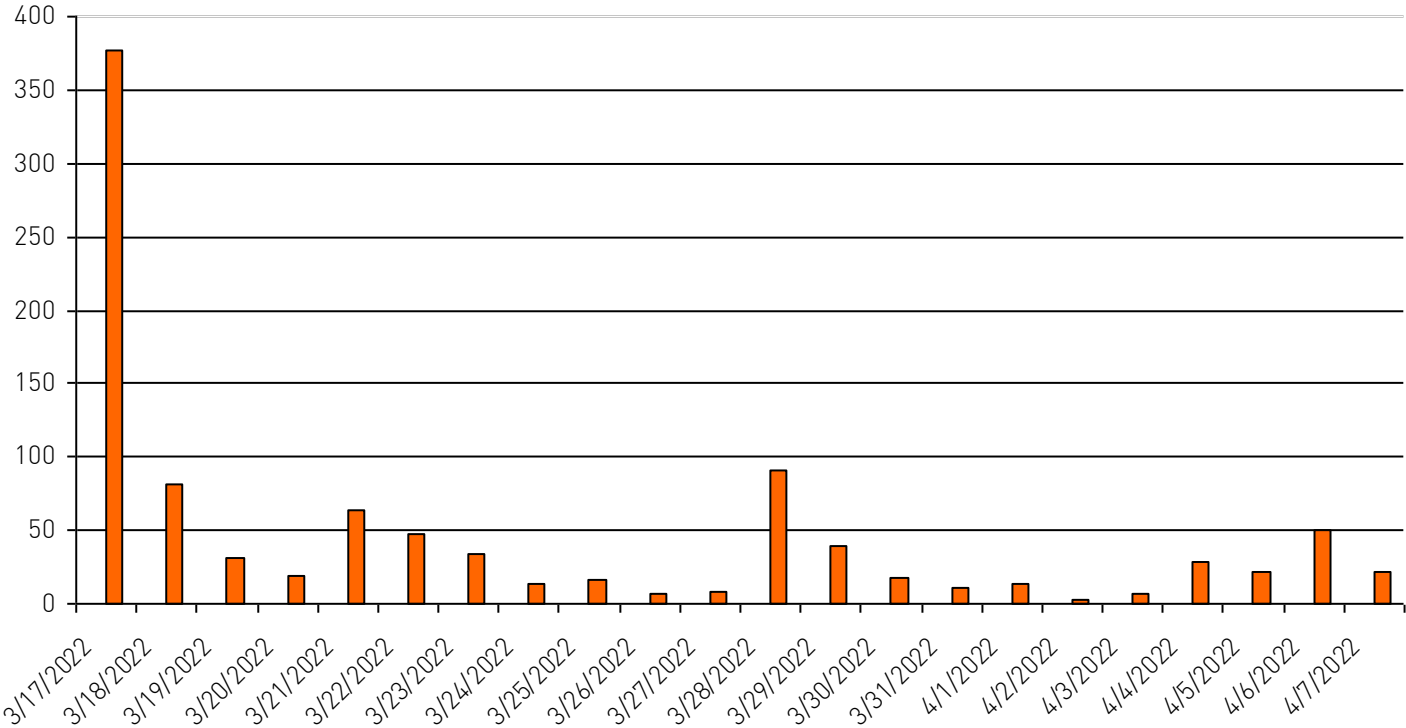
**MASSACHUSETTS STATE COLLEGE ASSOCIATION
2022 OFFICERS ELECTION**

Scheduled open and close dates: 3/17/2022 7:00:00 AM - 4/7/2022 4:00:00 PM Central Time USA
 Remember: Email reminders are a tried-and-true way of boosting participation in web elections.
 Scheduled reminder emails: 3/28/2022

| Date | Mail | Web | Total | % of Eligible | Running Sum |
|----------------|------|-------|-------|---------------|-------------|
| Totals: | 0 | 1,004 | 1,004 | 38.79% | 1,004 |

Percent of Eligible:
 2,588 0.00% 38.79% 38.79%

■ Mail ■ Web



Note: Counts are not final. Results will contain final counts.