

# A Premier Election Classroom

## Preparing a Knowledgeable, Skilled and Experienced Election Workforce



*Poll workers must be prepared for real-time election administration.*

Every election director's goal is a flawless election process with unquestioned results. Despite the best efforts of election officials across the nation, the myriad changes to election systems brought about by the Help America Vote Act, and the glaring public spotlight on every election official's decisions are making that goal more difficult than ever to attain. Critical to ensuring accurate results and trusted processes are the knowledge, skills and experience of election officials on whom success depends. **Providing effective and accessible training to thousands of judges and poll workers** across widespread geographic areas is critical to implementation and responsiveness.

### The Challenges

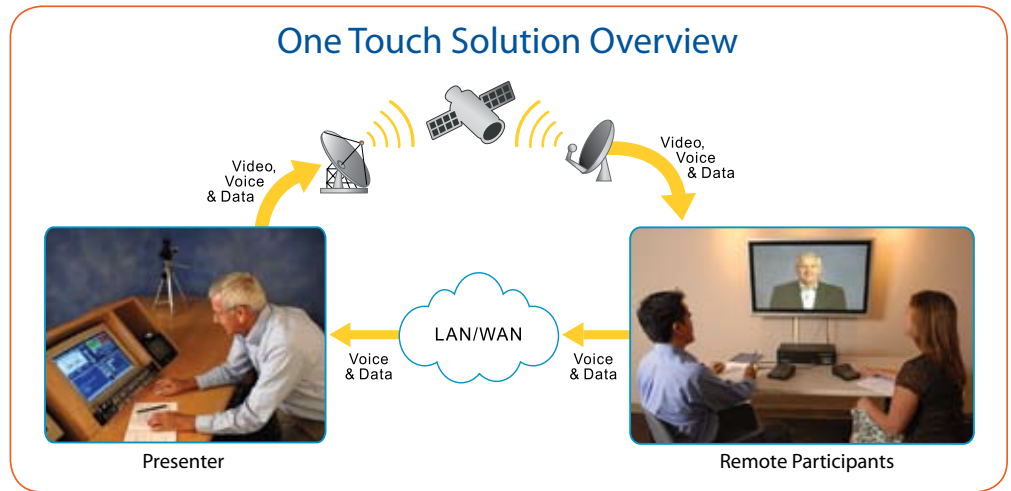
Several well-known challenges are facing every state and local election entity:

- > Create confidence in state and local officials to resolve technology and process problems
- > Manage the "fire hose" delivery of updated guidelines and certification information, and facilitate the communication, dissemination and understanding of them to hundreds of election judges and administrators in widespread locations
- > Cope with the high turnover rate among experienced judges and poll workers, and replace them with a well-trained, responsible, confident and knowledgeable new workforce
- > Prepare election officials and poll workers for the pressures of real-time operations
- > Provide instant, interactive delivery of vital or late breaking, high impact changes with consistent messages across the election authority
- > Overcome the fear and mistrust of new technology and processes

### The One Touch Solution

One Touch Systems offers a proven solution that fills the critical need to deliver cost effective, high quality training and communications programs to poll workers and judges **where they work, when they need it**. One Touch's highly scalable solution is capable of reaching thousands of participants at hundreds of locations with measurable, certifiable training, and the highest levels of live, face-to-face-like interactivity. No other technology has so effectively replicated the live classroom, allowing organizations to create and use their own content and curriculum. The solution will also allow the extended election community to go beyond traditional training to collaboratively communicate in a clear, uniform way — enabling all participants to understand the organization's mission, goals and objectives.

## One Touch Solution Overview



*“High scalability is one of the main reasons we chose One Touch. With One Touch we can quickly reach and communicate with massive numbers of people who otherwise wouldn’t have had the opportunity.”*

Luisa Hill  
Learning Resource Officer  
Veterans Benefits  
Administration

## Benefits for Election Training

For a state election office, the One Touch solution creates benefits never before possible, including:

- > Easy access to recurring training on election technologies and processes for all officials and poll workers regardless of their location
- > Opportunity to augment and expand traditional classroom training while maintaining social learning environment
- > Complementary technology to web-based learning content and programs
- > Instant delivery of vital communications or late-breaking information across the election authority
- > Tracking for attendance and completion of required training programs for election officials and managers
- > Two-way communication with the opportunity for all to share ideas and best practices
- > Measurement of comprehension and progress toward training certification

The solution will enable an elections authority to introduce an interactive distance classroom and meeting room model as a key component of its training and communications strategy, and as a real-time means of addressing the various challenges of election operations.

## About One Touch

One Touch Systems is the world’s leading provider of live, interactive distance communications and learning solutions. The One Touch solution integrates video, voice and data over any broadband network, with measurable and certifiable results. One Touch extends the reach of communication and learning sessions to geographically dispersed participants in networked classrooms, as well as at individual PCs. Many of the world’s largest organizations, including Social Security Administration, Federal Aviation Administration, Safeway, General Motors and Ford Motor Company, are One Touch customers. One Touch solutions are deployed on five continents reaching an estimated 3 million employees annually.



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