FACULTY SENATE ELECTION SURVEY
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BACKGROUND

- Qualtrics is utilized as enterprise survey software tool for UArizona, ASU, and NAU.
- 13K surveys per year conducted at UArizona.
- The Faculty Center started using Qualtrics in 2016 specifically for the University of Arizona Faculty Senate elections.
Faculty who are missing information are removed from the main contact list and saved in a separate spreadsheet. When faculty who were removed from the contact list try to vote, they are greeted with an error. These individuals are manually added back to the contact list with their complete information after cross-checking them against the General Faculty Census in UAccess to ensure they are eligible to vote.
INCIDENT RESPONSE

2021 Faculty Election

On Monday, February 15, 2021, a voting faculty member and election candidate expressed concern about the Faculty Center’s survey tool (Qualtrics) for Faculty elections and the potential for ‘Ballot Box Stuffing.’

Faculty Senate leadership asked UITS to conduct a review of the Faculty Center’s voting software and investigate this concern.
NOT SUFFICIENT
PREVENT BALLOT BOX STUFFING OPTION

Option can be circumvented by clearing browser cookies, switching to a different web browser, or using a different device.

NetID authentication and custom survey logic are the best methods to prevent duplicate votes.
ELECTION SURVEY LOGIC

1. Voters are required to sign in with University’s WebAuth Authenticator.
2. Voting code, name, NetID, and voter email captured.
3. NetID is compared to list of eligible voters.
4. If match is found and contact does not show a previous submission, voter can submit vote.
5. Voter must confirm submission.
6. Response is recorded.
7. If a match is found, and contact does show a previous submission, the voter receives a message that their vote was already submitted.
8. If no match is found, the voter receives a message that they are not eligible to vote.
DID THIS CONFIGURATION ERROR AFFECT AN ELECTION OUTCOME?
SCOPE OF DUPLICATE ENTRIES

After discovering the issue, we analyzed all previous votes since shifting from the custom web tool to Qualtrics in 2016. It was determined the configuration issue originated in the 2019 General Election.

<table>
<thead>
<tr>
<th>DATE / ELECTION</th>
<th>DUPLICATES</th>
<th>VOTES SUBMITTED</th>
<th>PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 General</td>
<td>4</td>
<td>757</td>
<td>0.53%</td>
</tr>
<tr>
<td>2020 Runoff</td>
<td>0</td>
<td>669</td>
<td>0.00%</td>
</tr>
<tr>
<td>2020 General</td>
<td>6</td>
<td>818</td>
<td>0.73%</td>
</tr>
<tr>
<td>2019 General</td>
<td>2</td>
<td>604</td>
<td>0.33%</td>
</tr>
</tbody>
</table>
DID THIS CONFIGURATION ERROR AFFECT AN ELECTION OUTCOME?

2021 General Election
Removing the 4 duplicate votes caused a tie between the 4\textsuperscript{th} and 5\textsuperscript{th} candidate for SPBAC.
RECOMMENDATIONS FOR FUTURE ELECTIONS

• Conduct a code review
• Create a test script and add a test condition attempting to complete the survey more than once.
• Review the survey results data specifically looking for duplicate submissions.
QUESTIONS?

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