

**Company:** SOE Software, Tampa FL  
**Company Description:** We believe in democracy. SOE Software partners with election offices to inspire confidence in U.S. Elections. Our 20+ years of elections expertise and technology give election offices tools to increase transparency and reliability, facilitating opportunities to increase confident democratic participation.  
**Nomination Category:** Website Categories  
**Nomination Sub Category:** Specialty - Achievement in Online Training  
**Nomination Title:** Union County’s Bilingual Online Election Training: Scaling Confidence and Clarity



1. When was this site or blog first published?

[REDACTED FOR PUBLICATION]

2. An essay of up to 625 words describing the nominated achievement:

**Total 566 words used.**

Union County’s online election worker training program represents a significant step forward in how local governments train, engage, and prepare temporary election staff. In an era where accuracy, trust, and efficiency are critical to successful elections, Union County leveraged an accessible, bilingual online training program to ensure every poll worker entered Election Day confident and well-prepared.

Facing increasing demand for scalable training that could accommodate hundreds of temporary workers, Union County sought a solution that balanced convenience with compliance. The team needed to meet rigorous standards for poll worker education while also adapting to the unique needs of its community - including a significant Spanish-speaking population.

**Key Achievements:**

- **Bilingual Instruction (English & Spanish):** The full training experience was delivered in both English and Spanish, ensuring that all workers could learn in their preferred language. [KO1](#) [REDACTED FOR PUBLICATION]
- **Accessible Anytime, Anywhere:** Because the training was hosted entirely online, election workers could complete their modules at home, on their own schedule. This flexibility was especially beneficial for workers balancing part-time jobs, childcare, or transportation limitations. It also reduced no-shows and minimized the need for repeated in-person sessions.
- **Instructional Design Rooted in Election Expertise:** The curriculum was built by adult education specialists in collaboration with election administrators, combining proven learning techniques with real-world poll worker scenarios. Complex procedures - such as provisional ballot handling and opening/closing polls - were broken into step-by-step, visually supported lessons that workers could review multiple times.
- **Integrated Assessment and Progress Tracking:** Each section of the course included interactive quizzes and required checkpoints to ensure comprehension. Administrators had access to dashboards showing worker progress and assessment scores, enabling early intervention and final-day readiness validation.
- **Reduced Administrative Burden:** By transitioning to online training, Union County’s election staff significantly reduced time spent coordinating logistics, printing training manuals, and rescheduling sessions. The online format empowered a small team to efficiently prepare a large and diverse workforce - without sacrificing quality or compliance.
- **Civic Engagement Through Inclusion:** Perhaps most importantly, Union’s investment in a bilingual training experience sent a clear message: all members of the community - regardless of language - deserve a meaningful role in the democratic process. This training model did more than prepare staff; it demonstrated the county’s commitment to inclusive, equitable civic participation.

Nicole DiRado, Administrator for the Union County Board of Elections, praised the program, stating:

“We’ve used SOE Online Training for several elections now. The SOE Software team has been a true partner in poll worker training. Professional videos and photos and interactive lessons keep the attention of the user. We have noticed a marked improvement in Election Day processes and a decrease in common errors on Election Day. We have received many compliments from our poll workers on the virtual training experience including the ability to train at their own pace and on their own timeframe, and that the training can be referenced on Election Day as needed. We are pleased with SOE's responsiveness and professionalism. The poll workers enjoy the clear, concise training. Voters enjoy an improved voting experience.”

Union County’s online election worker training program is more than a technical implementation - it is a model of thoughtful digital transformation in local government. By investing in accessible, scalable, and inclusive training, Union County ensured that every election worker had the tools and confidence to serve voters effectively and uphold election integrity.

3. List the appropriate creative and production credits for this entry:

- Client: Union County, NJ
- Online Training development: SOE Software

**Attachments/Videos/Links:**

[Union County’s Bilingual Online Election Training: Scaling Confidence and Clarity](#)



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