

Community Rising

E-Canvasser Disposition Guide

How to Mark Interactions!

Data integrity is extremely important on this program. This is the reference for what to mark in E-Canvasser after every door knock, call, and text. Questions about which status to use? Ask your Organizing Manager rather than guessing.

Log every interaction in E-Canvasser immediately. Not at the end of the block. Not at the end of the shift. We're asking you to do this because:

- Details decay fast. For example, by door twelve, you're not going to remember the full conversation you had with someone at door one.
- Other people are working live off this data: your managers and QC team are making calls and doing verification based on the live data.

Tip: If you lose signal: keep entering in the app in offline mode and let it sync when you're back in range.

Canvassing

Whenever doing doors please ensure your GPS is enabled and on for the entire duration of your canvas shift.

Ecanvasser Status	Mark this when...	Notes	Outreach Result:
Canvass - Answered  Answered	Someone came to the door and you had an actual conversation with the voter on your list , even a short one (~30 second).	Required	Positive Contact. This is a Quality Contact only if your note shows an ask, follow-up, check-in, or substantive conversation.
Canvass - Return Later / Follow-up  Return Later	Someone answered but couldn't talk or the person wasn't home and someone else at the house said to come back.	Recommended so you know how/when to follow up	Contact if the voter answered. Attempt if a household member took the message.
Canvass Attempt - Not Interested  Not interested	The voter on your list came to the door and declined to engage: they waved you off, or said they're not interested. Did not request for you to stop contacting them entirely. <i>If they did see DO NOT CONTACT FURTHER below.</i>	Recommended so you have context	Contact.
Canvass Attempt - Not Home  Not home	You knocked, nobody answered. This will be the most common disposition, and that's normal.	No	Attempt
Canvass Attempt - Inaccessible  Inaccessible	You physically could not reach the door: locked gate or lobby, loose dog, construction, unsafe conditions, gated	Recommended so you have context for your next pass	Attempt

Ecanvasser Status	Mark this when...	Notes	Outreach Result:
	apartment building (that you aren't able to get into after attempting).		
Canvass - Abandoned/Vacant  Vacant	vacancies, plot of land	Recommended so you have context for your next pass	Attempt

Phone

Status	Mark this when...	Notes	Count as:
Phone Call - Answered  Answered	You reached the voter on your list and had an actual conversation, even a short one (~30 second).	Required	Positive Contact. This is a Quality Contact only if your note shows an ask, follow-up, check-in, or substantive conversation
Phone Call - Call Back  Call Back	The voter answered but asked you to call at a different time, or a household member answered and said to try later.	Recommended so you know when to follow up	Contact if the voter answered. Attempt if a household member took the message.
Phone Call Attempt - Not interested  Not interested	The voter answered and declined to talk. Short of a request to stop contacting them entirely (see DO NOT CONTACT FURTHER).	Recommended so you have context	Contact.
Phone Call Attempt - No Answer  No Answer	Rang out, went to voicemail, or they picked up and hung up before any conversation. Leaving a voicemail still counts as No Answer.	No	Attempt
Phone Call Attempt - Line broken/disconnected  Line broken/disconnected	You got a not-in-service message, a fax tone, or an error recording.	No	Attempt
Phone Call - Wrong Number  Wrong Number	A person answered but it's not the voter's number. They don't know the voter.	Recommended so you have context	Attempt. You never reached the voter on your list.
Phone Call - Left Message  Left Message	You called them on their phone and left a voicemail.	Recommended so you have context	Attempt

Text

Status	Mark this when...	Notes	Count as:
Texted - Responded & Interacted  Texted 2-way	They texted back and you had a real back and forth exchange: they answered a question, shared an issue, made or declined a commitment.	Required	Positive Contact. Quality Contact if your note shows an ask, follow-up, check-in, or substantive conversation.
Texted - Responded only  Replied only	They replied, but there was nothing to work with: "ok," a thumbs-up with no follow-up conversation	Recommended so you have context	Contact. Not a Positive Contact.
Texted - No answer  No answer	Message delivered, no reply	No	Attempt
Texted - Not interested  Not interested	They replied, declining to engage. If they used opt-out language (STOP, unsubscribe, "lose my number"), mark DO NOT CONTACT FURTHER instead.	Recommended so you have context	Contact. Not a Positive Contact.
Texted - Wrong Number  Wrong Number	A person answered but it's not the voter's number. They don't know the voter.		Attempt

Additional Interactions (including events):

Status	Mark this when...	Notes	Count as:
DO NOT CONTACT FURTHER  STOP CONTACT	The voter explicitly asked to not be contacted again by anyone in the program, by any method. Used opt out language (stop, unsubscribe, lose my number, leave me alone)	Required (what they said)	Contact. Never a Positive Contact.

Status	Mark this when...	Notes	Count as:
Deceased ❤️ Deceased	Voter has passed away	Recommended	Attempt
Moved Out of State 📦 Moved out of state	You found out the voter moved out of the state and is no longer voting in that city	Required (who told you)	Attempt , unless the voter told you themselves. Then it's a Contact.
Moved within city 📦 Moved In-town	You found out the voter moved within the city. You can continue to engage them and build a relationship.	Required (who told you)	Attempt , unless the voter told you themselves. Then it's a Contact.
New Voter Added ➕ New Voter	You met someone at the address who isn't on your list and you added them. Mark this on the new record you create.	Required NOTE MUST SAY THIS WAS AN ADDED VOTER	Does not count. Not a voter on your list.
Attended Community Event 👥 Attend Event	The voter showed up to a larger public or community event where you made contact.	Recommended so you have context	Positive Contact. Quality Contact if your note shows an ask, follow-up, check-in, or substantive conversation.

Notes

Notes are required on every status marked "Required" above. When in doubt, write one anyway.

What a good note contains

- Who you actually talked to and what they care about, in their words. For example, "Worried about the rent increase at the complex" beats "concerned about housing."
- The next step, if there is one. Resources sent, volunteer interest, wants a mail ballot, wants to be left alone until October.
- Anything that changes how you're going to interact with the person in the next interaction: best time to catch them, a dog, a broken buzzer, they only speak Spanish

What to leave out

- Judgments about the person. Write what they said, not what you thought of them.
- Sensitive personal details that aren't campaign-relevant: health conditions, immigration status, finances, anything told to you in confidence.
- Your name and the time. The system stamps those automatically.

Examples

These follow the community rising outreach cadence: listen and connect, follow up with resources, then introduce civic engagement. A useful note tells you where you are in that arc.

Situation	Not useful	Useful
-----------	------------	--------

Contact one: listen, connect, validate	"Nice lady, good convo."	First convo, ~15 min. Mostly about the rec center closing, her kids have nowhere to go after school. Told her mine used the same program. Asked if I could follow up once I find out about the reopening, she said yes. Works days, reach her after 6.
Contact two: follow up, provide resources	"Sent her the stuff, all good."	Followed up on the rec center. Sent the parks dept meeting schedule and the summer program list. Asked how the kids are holding up, they're doing the library program. Next: check in after Thursday.
Contact three: introduce civic engagement	"Talked about voting, he seemed into it."	Third convo, ~20 min. Connected the rec center closing to who actually votes on the parks budget. She didn't know the board was elected. Not committing to anything, but asked who's on it. Sending the board info.
Gathering or community event	"Came to the BBQ."	Came to the block party with her two kids, stayed about two hours.. Said she'd come to the next one. Mentioning wanting to vote so she can impact the board. Sending her resources on her voting location.
Opened the door, didn't talk	"Wouldn't listen, waste of time."	Opened the door but said she's slammed with work and can't talk. Not hostile, just busy. Didn't push. Asked if text was easier, she said maybe.

[Glossary for Reference linked here.](#)