

# Small Business Administration

## Plain Writing Act Compliance Report

29 December 2023

### I. Senior Agency Official for Plain Writing:

- a. Name of Senior Agency Official responsible for Plain Writing: Aungelic Nelson, [aungelic.nelson@sba.gov](mailto:aungelic.nelson@sba.gov)
- b. Names of Plain Language coordinators within the agency: Kim Bradley, Aungelic Nelson, Dana Lintz

### II. Explain what specific types of agency communications are made available in a format that is consistent with Plain Writing guidelines:

| Type of communications of document or posting. List how this is made available to the public | Who is the intended user and approximate number of potential users | What has changed by using Plain Writing  |
|--|--|--|
| Coffee Chat: Microsoft Teams virtual meeting   | SBA correspondence liaisons, supervisors, program office writers   | More people are learning how to incorporate plain language strategies in their writing to include emails, letters, reports, etc. |
| Forum: Microsoft Teams virtual meeting   | SBA correspondence liaisons  | More people are learning how to incorporate plain language strategies in their writing to include emails, letters, reports, etc. |
| Newsletter: Sent to a distribution list  | SBA correspondence liaisons, supervisors, program office writers   | More people are learning how to incorporate plain language strategies in their writing to include emails, letters, reports, etc. |

|  |                   |  |
|--|-------------------|--|
| Monthly Plain Language Tip:<br>Posted in the SBA Daily and on<br>the SBA Message Board | All SBA employees | More people are learning<br>how to incorporate plain<br>language strategies in their<br>writing to include emails,<br>letters, reports, etc. |
| Intranet Site  | All SBA employees | Information about the Act<br>and agency contact<br>information is posted. Slide<br>decks from each presentation<br>are posted.               |

**III. Inform agency staff of Plain Writing Act’s requirements:**

- a. Information on the Act is posted on the agency intranet.
- b. At every virtual meeting, we remind attendees of the history of the Act, its requirements.

**IV. Training**

SBA provided the following trainings:

| Type of Training                                | Number of employees trained | Date  |
|---|-----------------------------|---|
| In house (agency Staff and contractor) – online | 200                         | 7 Mar 23<br>20 Jun 23<br>19 Sep 23<br>19 Dec 23 |
| PLAIN provided training – online                | 150                         | 21 Feb 23<br>16 May 23<br>14 Nov 23             |

**V. Ongoing compliance/ sustaining change**

- a. Name of agency contact for compliance issues: NA
- b. Documenting and reporting use of plain writing in agency communications: Everyone in the Agency is encouraged to use plain language principles.

- c. Clearance process: The Office of the Executive Secretariat (OES) SOP states that correspondence to be signed by the Administrator must first be routed to the OES editor to ensure plain language principles have been incorporated.

## VI. Agency's plain writing website

- a. [Plain language | U.S. Small Business Administration \(sba.gov\)](#)
- b. Contact us page [<https://www.sba.gov/about-sba/open-government/information-quality/plain-language#>:]
- c. Implementation of the Act
  - i. Documents covered by the Act: [Plain language | U.S. Small Business Administration \(sba.gov\)](#)
  - ii. Timeline: 2015 to present
- d. Links to Compliance reports [Plain Language Compliance Report | U.S. Small Business Administration \(sba.gov\)](#)
- e. Links to OMB and PLAIN [[OMB Final Guidance on Implementing the Plain Writing Act of 2010 \(M-11-15\) – Digital.gov](#)] [[Home \(plainlanguage.gov\)](#)]

## VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

The metric for determining effectiveness of Plain Language training is attendance numbers at each training. We have created a safe space for people to come and learn useful manageable tips in a format that also encourages questions. In the two years of hosting forums and coffee chats, we have seen program office correspondence liaisons attend and become advocates for others in their office to attend. An end of webinar survey link is always posted in the chat to receive feedback. Feedback is consistently positive.