To: Donna M. Garland, Chief Strategy and Communications Officer

From: Director, Strategy Division and NARA's Plain Writing Working Group

Subject: NARA's Plain Writing Compliance Report for 2012

Date:

Attached is the final version of NARA's Plain Writing Compliance Report for 2012 that will be posted on Archives.gov. The report covers the period from April 1, 2012, to December 31, 2012, and is mandated by Office of Management and Budget Memorandum, M-11-15, <u>Final Guidance on Implementing the Plain Writing Act of 2010</u> .

Please review and approve the attached report.

Approval: _____

Date: _____April 10, 2013_____

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

PLAIN WRITING COMPLIANCE REPORT FOR 2012

(April 1 – December 31, 2012)

as directed by the PLAIN WRITING ACT of 2010

APRIL 12, 2013

I. Our Commitment

The National Archives and Records Administration (NARA) is committed to improving our service to the public by using plain language in all of our communications. We are using plain language in all new or revised documentation that:

    (1)   provides information about any of our services and benefits;

    (2)   is necessary to obtain any of our benefits or services; or

    (3)   explains how to comply with a NARA requirement.

II. NARA's Senior Official for Plain Writing

The NARA Senior Official for plain writing is <u>Donna Garland</u>, Chief Strategy and Communications Officer.

III. NARA's 2012 Working Group

To implement and comply with the act, a Plain Writing Working group was established to:

    (1)   develop strategies to promote the use of plain language at NARA;

    (2)   review communications directed to the public;

    (3)   develop online training classes and other plain writing tools, such as the NARA Style Guide, NARA Plain Writing Checklist, and writing tips that are posted on NARA's internal plain language web pages;

    (4)   update NARA's internal and external plain language web pages;

    (5)   check NARA surveys for the public, via NARA's Forms Officer, to ensure plain writing compliance; and

    (6)   receive staff reports to create the annual NARA-wide Plain Writing Compliance Report.

IV. NARA's Plain Language Implementation Plan for 2013

NARA's Strategy and Communications Office will direct the plain language implementation plan beginning in 2013 to include:

    (1)   Promote the use of plain language at NARA by communicating with program office points of contacts on a quarterly basis to:

        a)   ensure submission of a plain language report that will be incorporated into the agency-wide compliance report;

        b)   require submission of examples implementing plain language;

c)   reinforce the use of the NARA Style Guide, Plain Language Checklist, Top Ten Principles, and the Weekly Plain Language Writing Tips; and

d)   review drafts of various communications.

(2)   Obtain customer feedback through NARA surveys that include questions about the customer experience with NARA plain language implementation in our communications, the survey results will be analyzed annually;

(3)   Develop new instructor-led plain language workshops and train employees who write as part of their jobs. These workshops will be conducted throughout the year;

(4)   Review NARA's plain language web pages quarterly and make updates as needed;

(5)   Screen NARA surveys that collect public feedback to ensure plain writing compliance and content understanding;

(6)   Issue an agency-wide directive on plain language use and reporting requirements no later than June 1; and

(7)   Receive NARA program office reports as scheduled and compile them to create the 2013 NARA Plain Writing Compliance Report.

V.   NARA Communications that Comply with the Plain Writing Act Guidelines

Our goal is to always write plainly so that the public can find what they need, understand what they find, and use what they find to meet their needs. The following table presents examples of NARA documents and web pages that are now plain language compliant. This information was collected from NARA office reports that detailed their plain writing improvements.

NARA Communications that are Plain Language Compliant		
Type of document and how it is made available to the public	**The audience and the size of the audience**	**How plain writing has been used in these communications**
Strategy and Communications Office		
Strategy Division		
Internal policies; usually releasable to the public under a FOIA request	NARA employees, about 3200	Active voice; bulleted lists; pronouns; easy to understand wording; informative paragraph topic headings
Communications		
Press releases that are posted on NARA's public website: Archives.gov, and released to media	Audience: Press, RSS Feed subscribers, and the public	Organized text so that the main point is highlighted at the top, removed redundant words, used familiar words, and used fewer acronyms and abbreviations
Emergency Announcements over the Public Address System at the National Archives building; test announcements are made each month	About 300 staff, as well as any researchers in the Textual Research Room	Simplified language and removed redundant wording
Brochure for archival training offered by NARA	Federal agencies in the Pacific Northwest, including Anchorage, Portland, Boise, and Honolulu	Simplified language and removed redundant wording
Email notices sent by NARA's Research Services office to agencies concerning transfer of records	Federal agency records officers	Simplified language and removed redundant wording
Form letter acknowledging receipt of FOIA request	General public	Simple language; Use of pronouns such as, "you" and "we"; reduced number of words; used active voice
Web page on documents relating to the Katyn Massacre	General public	Less words
Prologue magazine - printed and mailed to subscribers and members of the Foundation for the National Archives; - sold in Archives Shop and Presidential library shops - Posted at Archives.gov and at Zinio.com	General public, researchers, Foundation supporters Approximately 3,000	Articles are academic but have short paragraphs, headings now break up text and guide reader, avoid overuse of acronyms/abbreviations, jargon, and wordiness

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Monthly Calendar of Events - Printed and mailed to subscribers - Posted on Archives.gov (NARA's public website)	General public Approximately 6,700 print subscribers	Event descriptions are short; Key words are at the beginning; and dates and times are in larger, bolder type than the rest of the text
Archives.gov news (short sentences on main web page that capture the essence of the announcement and encourage readers to link to more information)	General public (all visitors to Archives.gov main page), RSS feed subscribers	Key words are at the beginning; sentences are short enough to contain the main message in one screen view
Blog posts (Pieces of History)	General public	Posts use familiar words, pronouns (I, you, and we), short sentences, and active verbs
Questions and Answers (Q and As) on Presidential libraries and the Presidential Materials staff. This was done so questions, including hostile ones, could be dealt with by the public affairs office as much as possible without referral to the Presidential library staff or the Presidential Materials staff	Public affairs staff for relay to press questions	Q and As on Archives.gov are edited in plain language
Partnerships		
Emails sent to interested researchers and advocates	About 300 researchers and advocates	Emails are short and friendly
Legislative Archives, Presidential Libraries, and Museum Services		
Center for the Legislative Archives		
Reference replies—email and letter	Researchers; 740 replies per year	Use simple language
Correspondence with congressional records stakeholders—email and letter	Persons responsible for creation, maintenance, and transfer of congressional records to NARA's Center for Legislative Archives; dozens of individuals per year	Short paragraphs, active voice, avoid overuse of acronyms/abbreviations; multiple levels of proofreading, revision, and review

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Report of the Advisory Committee on the Records of Congress—email and online	Members of the committee, congressional staff and administration, wider congressional community, general public with an interest in legislative records; 1,000-2,000 print copies, 120 website visitors	Use of bold and white space to more clearly organize text; use multiple levels of proofreading, revision, and review
Published articles—publications and online newsletters	General public and educators; Potentially 22,000 subscribers to *Social Education,* 3,000 subscribers to *National Council for History Education Newsletter*	These are reviewed by NARA's editing staff for compliance with the NARA Style Guide; multiple levels of proofreading, revision, and review
Exhibit scripts and catalogs—at exhibits, published, and online	General public; 1 million visitors per year to NARA exhibits; 4 million visitors per year to exhibits at the National Archives Building in Washington, DC	Multiple levels of proofreading, revision, and review; short sentences; bold and white space to more clearly organize text
Educator Resources—online	Educators; 1,656 visitors to main education web page plus more to individual lesson plans	Multiple levels of proofreading, revision, and review
Featured Documents—online	General public; 4,000-25,000 visits per year to each of 30 featured documents	Multiple levels of proofreading, revision, and review
Tumblr blog—online	General public and educators; over 21,000 followers	Multiple levels of proofreading, revision, and review

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Intern recruiting correspondence—email and letter	Potential interns; approximately 40 per year	Short paragraphs, active voice, avoid overuse of acronyms/abbreviations
Exhibits Program		
Script for Attachments exhibit	Museum visitors, general public; over 774,000 visitors from April – Dec. 2012	Use simple language, fewer words, and short paragraphs with clear main topic
Contract or task orders for exhibit fabrication	Exhibit fabrication firms and design professionals; approximately 25 for each task order	Use simple words and clear explanation of work to be done; bulleted lists; and technical language only when required for specifications
Exhibits Visitors Guide	Museum visitors, general public; over 774,000 visitors from April – Dec. 2012	Use fewer words and words that are easy to understand; short, clear headings and tabs; simple floor maps to identify exhibit areas
Educational and Public Programs		
Education web pages on Archives.gov	Teachers, home school instructors, methods instructors and pre-service teachers; approximate number of users: more than 10,000	The highest priority is on revising materials that users find confusing; paragraphs containing series of items are in bulleted lists; use of active voice and less jargon and technical terms
NARA's volunteer application, standards of conduct, and emergency medical consent form	Prospective and current volunteers; approximate number of users: 2,500	Paragraphs containing series of items are in bulleted lists; use of active voice and less jargon and technical terms
Letters to external partners	Representatives of external partners; approximate number of users: several dozen	Paragraphs containing series of items are in bulleted lists; use of active voice and less jargon and technical terms
Presidential Libraries		
Web page: http://www.clintonlibrary.gov/	Audience: Public Size: 448,000	Use short sentences, multiple reviewers ensure information is easy to understand

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Responses to requests for research and other information	Audience: Public Size: 1,234	Use short and clear sentences, use multiple reviewers for detailed responses
Text in the Exhibit: Play Ball! The St. Louis Cardinals	Audience: Public Size: 229,444	Text review by multiple exhibit team members; text is shorter and clearer
Captions to exhibit - A Cowboy Christmas	General public	Captions were proofread by 4 staff members and rewritten 8 times in order to improve them
Herbert Hoover Presidential Library and Museum Newsletter	General public	Messages have short sentences and bold headlines so the information is easily found Newsletter is proofread and edited by two additional staff members before it is sent
Press release: http://www.hoover.archives.gov/press releases/cowboychristmas.pdf	Media and general public	Opening and closing paragraphs contain the important information
Press release: www.eisenhower.archives.gov	Media and general public size: 3,000	Most important information is listed first; ues concise sentences and an active voice; a two-person team reviews press releases
Reference request responses	Researchers with AV and textual reference questions	All reference responses have peer review and a supervisory archivist ensures that text is clear, succinct, and courteous
Social Media Tumblr: http://lbjlibrary.tumblr.com	An international audience of people interested in Lyndon B. Johnson	Uses concise, non-technical language in all our posts to make translation easier (Tumblr supports 8 languages), and increase the Time Machine's accessibility for younger people

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Press releases from the Franklin d. Roosevelt Library: 10-10-12 Debate Watch 2012: Public Viewing and Discussion of the Final Presidential Debate 11-6-12 MEDIA PREVIEW: New Carolyn D. Palmer bronze sculptures of President Franklin D. Roosevelt and Eleanor Roosevelt	Press Email subscribers Staff Size of Audience: 7,500	Press releases: (1) are brief, (2) contain the standard headings: Who, What, When, and Where, (3) have important information at the top of each document; and (4) are proofed by more than one person when possible
Fact Sheet: "America's First Presidential Library" (Franklin D. Roosevelt Library)	Press Travel writers VIPs Size of Audience: 800	Updated fact sheets to include information related to the library's renovation; streamlined presentation with bold headings and lists
Research Services		
Washington, DC Area		
Updated Military Reference Reports (43 separate reports online and in the Research Center at the National Archives Building)	General public who visit the web page: http://www.archives.gov/research/genealogy/reference-reports.html) Researchers visiting the Research Complex at the National Archives Building Visitors to the annual NARA Genealogy Fair	Edited reports to reduce wordiness and simplify language

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Updated African American Reference Reports (26 separate reports online and in the Research Center at the National Archives Building)	General public who visit the web page: http://www.archives.gov/research/genealogy/reference-reports.html) Researchers visiting the Research Complex at the National Archives Building Visitors to the annual NARA Genealogy Fair	Edited reports to reduce wordiness and simplify language
Updated the Native American Reference Reports (14 separate reports online and in the Research Center at the National Archives Building)	General public who visit the web page: http://www.archives.gov/research/genealogy/reference-reports.html) Researchers visiting the the National Archives Building in Washington, DC	Edited reports to reduce wordiness and simplify language
Updated Census Reference Reports (seven separate reports online and in the Research Center at the National Archives Building)	General public who visit the web page: http://www.archives.gov/research/genealogy/reference-reports.html) Researchers visiting the Research Complex at the National Archives Building in Washington, DC Visitors to the annual NARA Genealogy Fair	Edited reports to reduce wordiness and simplify language

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Updated Immigration Reference Reports (seven separate reports online and in the Research Center at the National Archives Building)	General public who visit the web page: http://www.archives.gov/research/genealogy/reference-reports.html) Researchers visiting the Research Complex at the National Archives Building Visitors to the annual NARA Genealogy Fair	Edited reports to reduce wordiness and simplify language
Revised NA Form 14027 (Request for Military Service and Pension form used in the Research Center at the National Archives Building)	Researchers requesting Military Service, Pension, or Bounty Land files at National Archives Building	Applied plain writing techniques to improve readability and reduce confusion
Agency Services		
National Declassification Center		
Freedom of Information Act and Mandatory Declassification Review Final Response to Researchers	General public (1,321 cases closed in FY 2012	Staff members attended "Plain Language Training" and now implement peer review "buddy" process for letters
Director's Semi-Annual Report	The President and general public (two reports)	Use headings, bulleted lists, and fewer words
Blog posts	General public (29 initial posts)	Avoid wordiness; use active voice and bullet lists where possible
Information Security Oversight Office		
Information Security Oversight Office (ISOO) Annual Report to the President Available to the public through the ISOO website and in print	General public and Executive Branch Agencies	Use active voice unless passive voice is necessary Use contractions only when appropriate
ISOO Notices	General public and Executive Branch Agencies	Use short sentences to state the purpose of notices

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
ISOO Cost Reports Available to the public through the ISOO website and in print	General public and Executive Branch Agencies	Use short paragraphs and pronouns when appropriate
ISOO Taskers which are available to specified agencies through email	Executive Branch Agencies	Use less words; use short sentences
Controlled Unclassified Information Office (CUI) Annual Report to the President Available to the public through the CUI website and hardcopies	General public and Executive Branch Agencies	Use words that are easy to understand; eliminate unnecessary words
CUI Notices Available to the public through the CUI website	General public and Executive Branch Agencies	Incorporates NARA plain language techniques
Public Interest Declassification Board Report to the President on Transforming the National Security Classification System Available to the public through the Board website and in print	General public	Use short paragraphs, headings to break up text and guide reader, and minimal use of acronyms
Minutes for the National Industrial Security Program Policy Advisory Committee Available to the public through the ISOO website	General public	Written concisely and clearly
Minutes of the State, Local, Tribal and Private Sector Policy Advisory Committee Available to the public through the ISOO website	General public	Appropriate use of headings, subheadings, punctuation, and grammar; reduced use of government terminology that is not easily understood outside the bureaucratic environment

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
National Personnel Records Center		
Seven pattern letters for responding to requests for Medical Treatment Records	Audience: General public requesting copies of their records Approximately 200,000 per year	Created new letters to ensure a standardized response to identical requests
NA Form 13042 – Request for Additional Information to Locate Medical Treatment Records	Audience: General public requesting copies of their records Approximately 10,000 per year	Removed unnecessary words and added separation to form sections
Case Reference Guide procedure for processing requests for amendments to military service records	Audience: Correspondence technicians Approximately 6,000 per year	Followed plain writing rules
Case Reference Guide procedure for processing requests for military awards and decorations	Audience: Correspondence Technicians Approximately 6,000 per year	Followed plain writing rules
Letter sent to veterans by the National Personnel Office (NPRC) in St. Louis "Certification of Military Service"	General public (veterans and their families)	Made paragraphs shorter and removed confusing jargon
Letter sent to veterans by the NPRC "Separation documents"	General public (veterans and their families)	Used bulleted lists for easier reading, made paragraphs shorter, and removed confusing jargon
Letter sent to veterans by the NPRC "Separation documents before 1950"	General public (veterans and their families)	Revised to put important information first and removed confusing jargon
Federal Records Centers Program		
Web pages for each of the 17 Federal Records Centers in the Federal Records Centers Program (FRCP) that are posted on Archives.gov	Federal agencies	Removed unnecessary words, eliminated redundancy, and ensured consistency in terminology and format

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Set of four fliers describing the FRCP's digitization services that are distributed to customers by account managers	Federal agencies	Organized information according to users' concerns and needs; Used a Q and A format, used pronouns and active voice
Flier describing the FRCP's records management services. Distributed to customers by account managers	Federal agencies	Organized information according to users' concerns and needs; Used headings, used pronouns and active voice
User's manual for new Archives and Records Centers Information System (ARCIS) module that are provided to customers by ARCIS trainers	Federal agencies	Organized and presented information in clear, logical, step-by-step fashion; used headings and subheadings; used active voice, familiar language, and short sentences
Interagency agreement (legal document signed by agencies that do business with the FRCP) that is distributed to customers by account managers	Federal agencies	Eliminated bureaucratic language; clarified explanations; and ensured consistency in terminology and format
Several memos and letters providing updates on FRCP programs and activities or explaining new policies and procedures that are distributed primarily via email	Federal agencies and members of Congress	Organized information according to users' concerns and needs; used headings, used pronouns and active voice; and avoided bureaucratic language
Office of the Chief Records Officer		
NARA Bulletins on Records Management	Heads of Federal agencies, Federal records officers, and interested stakeholders	Bulletins focus on clarity and readability for the end user All NARA units review all draft bulletins prior to final approval
Communications (numbered memos)	Federal records officers	Before distribution, a member of the administration team reviews the memos for clarity

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Federal Register postings containing Records Control Schedules with records proposed for destruction/deletion	Readers of the *Federal Register* and individuals with specific interest in records management	Staff member tasked with editing and preparing the posts has completed NARA plain language training
Blog Postings on *Records Express*	Public. Blog has about 300 subscribers and roughly 1000 readers per post	We develop posts with "writing for the web" techniques in mind
Press Releases	Media	Sent to the Communications office for review and distribution
Office of Government Information Services (OGIS)		
Entries A-E of the "OGIS Library" section of OGIS's web page	General public, FOIA staff from agencies across the government	Explains complex legal concepts using simplified language
OGIS's case engagement letter	FOIA requesters and agencies who request OGIS's assistance (roughly 1000 per year)	Increases white space by using bullets and lists
OGIS's blog "The FOIA Ombudsman"	General public, FOIA staff from agencies across the government	Avoids use of the passive tense and explain complex topics with simplified language
Information Services (Web Program)		
Post Content Contributor updates on Archives.gov (NARA's public website)	Audience: The General Public Approximate Number of Users: 20 million per year	Apply web writing and plain writing techniques to improve readability

Type of document and how it is made available to the public	The audience and the size of the audience	How plain writing has been used in these communications
Office of Human Capital		
Annual Employee Survey (Employee Viewpoint Survey) Report and Results which are posted on Archives.gov	Office of Personnel Management, other Federal agencies, job candidates, general public	The Director of Human Capital Planning and Accountability and NARA's Chief Human Capital Officer review the communications Applies NARA's Style Guide Writer attended NARA-sponsored plain writing training and applies NARA's Style Guide to the report
Strategic Diversity and Inclusion Plan posted on Archives.gov	Office of Personnel Management, other Federal agencies, job candidates, general public	The Director of Diversity and Inclusion and NARA's Chief Human Capital Officer review these communications after the writer applies the techniques in the NARA's Style Guide
Vacancy announcements posted on usajobs.gov	Job applicants	Applied plain writing techniques to standardized template
Responses to applicants who have applied for NARA jobs made through emails and/or letters, typically generated through USA Staffing automated system or self-generated	Job applicants	Applied plain writing techniques to standardized form letters
Office of the Federal Register		
U.S. Electoral Web Page http://www.archives.gov/federal-register/electoral-college/map/predict.html	General public	Use of plain language techniques including active voice, pronouns, and bullets
U.S. Electoral Web Page http://www.archives.gov/federal-register/electoral-college/key-dates.html	General public	Use of plain language techniques including active voice, pronouns, and bullets

VI.   NARA Staff Knows About The Plain Writing Act Requirements through:

(1)   Plain language tips are posted weekly on NARA's internal news website, Declarations. Staff can post questions or responses in the comments at the end of the post. See samples of the tips on http://www.archives.gov/open/plain-writing/tips/ ; and

(2)   Staff can join the Plain Language Group on the Internal Collaboration Network, a NARA online forum, where employees can ask, discuss, or answer plain language questions.

VII.   Training

NARA employees who write as part of their job are being trained, for example:

(1)   archivists who respond to requests for records;

(2)   exhibit specialists who write exhibit scripts;

(3)   staff who respond to FOIA requests;

(4)   contract officers who prepare notices;

(5)   staff who answer veterans' requests for military records;

(6)   press officers who write news releases; and

(7)   IT specialists who develop web pages and content contributors who write web content.

2012 PLAIN LANGUAGE TRAINING ACCOMPLISHMENTS	
Type of training	**Number of employees trained from April – Dec 2012**
Webinar	10
Online	713
Instructor-led	50

VIII.   NARA Complies With the Plain Writing Act When:

(1)   If asked by another NARA office, our Communications staff will review and edit documents for external audiences to ensure plain language compliance.

(2)   NARA offices have implemented peer reviews and proofreading for plain language.

(3)   Our Communications staff writes and posts weekly plain writing articles on its blog, "Declarations," to assist NARA staff with specific writing problems. Commenters about these articles often suggest topics for future articles.

(4)   NARA offices are applying the NARA Style Guide plain language techniques in their communications.

(5)   Our Web Services Branch reviews ongoing content contributor updates to maintain and improve customer survey satisfaction scores.

(6)   Our Web Services Branch assist with the development of new web content to ensure excellent usability and compliance with the Plain Writing Act.

IX.   NARA's Plain Writing Web Page

NARA's external website has a Plain Language web page at *www.archives.gov/open/plain-writing/*.

The page has tools and resources for writing plainly; contact information for citizens who have comments, concerns, or issues related to our compliance with the Act; and links to the Plain Language Action and Information Network's website. NARA's internal web page (NARA@work) is linked to the external NARA web page to ensure employee access to the same information as the public.

X.   Customer Satisfaction with NARA's Plain Writing

NARA's Use of Plain Writing has improved the customer experience. Evidence of this improvement includes:

(1)   **The National Personnel Records Center** has a customer satisfaction survey. This survey shows how well veterans understood the online records request form. The survey was completed by 413 veterans in 2012. Survey questions and scores are as follows:

   a)   "Clarity of instructions for using the online request form" - 97.3% responded with a satisfactory or higher rating

   b)   "Ease of filling out the online request form" - 96.9% responded a with satisfactory or higher rating

   c)   "Explain how to request records or information" – 96.7% responded with a satisfactory or higher rating

(2)   Use of the American Customer Satisfaction Index (ACSI) Survey on Archives.gov to help staff create "an effective and easy website for our users."   In December we added additional Plain Language questions to the ACSI survey to focus on the Archives.gov online performance in regards to the Plain Writing Act. The Archives.gov Content Satisfaction average score was 79 out of 100 and we aim to raise the scores. The Web Services Branch continues to work with content contributors to maintain and hopefully improve the Content Satisfaction score by reviewing updates, applying plain writing techniques, and reviewing user feedback.

(3) **Use of more outline-style listings, when possible, and less narrative on the Roosevelt Library's online calendar listings.** By developing a standard listing for its online events calendar, we are providing a clearer picture of our offerings to internet (and Smartphone) visitors. As more of our program attendees learn exactly what they need to know about our programs on the internet, Library staff can spend less time answering emails and phone calls about this information.

XI.   Communicating with NARA about Plain Writing

We encourage feedback from the public and NARA staff. We want to hear from you about our writing if you are a researcher, veteran, museum visitor, educator, individual with a specific interest in records management, other members of the general public, or staff members. Comments help us to ensure that our communications are clear. Please email us at plainwriting@nara.gov.

XII.   Agency Coordinator Information

Kimberly Richardson is the plain writing contact for the National Archives and she can be reached at plainwriting@nara.gov.