**Plain Language Report Card for: Small Business Adminstration (SBA)**

**Agency Home Page: http://www.sba.gov  
Grade: Basic requirement: C (70)  
 Other activities: C (88)**

**Part 1: How well does the agency comply with the basic requirements of the Act**

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| --- | --- | --- |
| Criteria | Notes | Score |
| Agency plain language page URL | <http://www.sba.gov/content/plain-language-page>-0 | **10** |
| Linked from the homepage? | No | **0** |
| Do they name a senior official? | Kim Bradley, Director, Office of the Executive Secretariat | **10** |
| Do they list other contacts? | Yes | **10** |
| Is there contact info for the other contacts? | No | **0** |
| Do they have an implementation plan? | When asked, they said yes, it had originally been on the pl page and is now incorporated into the text of the page. (should still have a clearly identified plan). | **7** |
| Do they have a 2012 compliance report? | Yes, it’s on the plain language page. | **10** |
| Does the website provide feedback mechanism? | Yes, general email Plain.Language@sba.gov | **10** |
| Are they using plain language in all new or substantially revised covered documents? | We feel we’ve made significant progress with our plain language efforts. We’ve now trained over 300 staff All SBA correspondence including Congressional correspondence and all correspondence that bears the signature of the Administrator, Deputy Administrator, or Chief of Staff now receives a thorough review for adherence to the Plain Language Act, as do all reports such as the recently issued Open Government 2.0 report. | **5** |
| How did they inform employees of requirement | Employees were informed via the SBA Daily and SBA.gov. The SBA Daily is a daily email that goes out to all SBA offices and employees. Every Friday, the SBA Daily also carries a plain language tip. (no directive) | **8** |

**Total score for basic compliance with Act: 70 (out of 100)**

**Part 2: Agency compliance with the Plain Writing Act – Supporting activities**

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| --- | --- | --- |
| Criteria | Notes | Score |
| Implementation Plan |  | **9** |
| Does the plan list objectives | No, just very general statement about writing in plain language | **2** |
| Do they identify specific actions to implement objectives | Not in their published reports. When asked, they responded - publication of a plain language guide for all personnel; the filming of plain language training for staff to access on our intranet page; the training of staff who have writing responsibilities; and giving our “core group” of plain language personnel the skills to train other staff, so that training will go far more quickly. Lastly, we have recently contacted NIH with the hope of bringing their web-based training program to SBA. It is a very thorough program with 8 modules, and has a tracking function so that we will know exactly who can be credited with completing the training. | **7** |
| Do they identify time frames |  | **0** |
| Compliance Report |  | **24** |
| Does agency list types of covered docs? | No. But when asked they said “all our docs except regs.” | **0** |
| Does plan discuss sustaining change? | In some ways, because they talk about on-going training, upcoming training book, etc. | **8** |
| What docs are focus of pl work pl? | No list of what they are focusing on.  When asked, they said that for now it’s correspondence, but they believe all docs are covered. |  |
| Tracking documents created in or revised into pl? |  |  |
| Measurements |  | **0** |
| Testing pl quality of documents | No | **0** |
| Testing effectiveness of documents? | No. When I asked how they know a doc is in pl they said “because our pl expert wrote them.” | **0** |
| Is agency measuring effectiveness of program? | No | **0** |
| What else, if anything does agency measure |  | **0** |
| Other Supporting Info |  | **55** |
| Do they list contact info for the lead official on the pl page? |  | **0** |
| What categories of employees must take training? | Not listed | **0** |
| How long is the training | Variable | **4** |
| How is training delivered? | Variable | **5** |
| Who have they gotten trained so far? | Categories not specified. About 300 participated. | **5** |
| Did they respond to our email? | Yes | **10** |
| Did they provide all requested info? | Yes | **10** |
| Did they provide sample docs? | Yes, but I don’t think these are typical documents. 2 of the 3 are about plain language. | **6** |
| How well did docs score | 1. Open gov doc – 77, 18, 15 (poor bog index, excellent sentence length and passive index, in that order)  2. Plain language tip  21 (good), 14 (excel.) 10 (excel.)  3. Letter to Senator Franken 46 (average), 15(excel), 25 (excel) | **5** |

**Total score for supporting activities 88 (out of 200)**