

Protocols thought exercise

Overview

This is a 3 week exercise to see what aspects of a protocol could be measured pass/fail.

Step 1: Pick 2-3 Protocols as examples for discussion

Step 2: Explore ways to evaluate whether the protocol was done

Step 3: Explore ways to evaluate how well the protocol was followed

Step 4: Explore ways to evaluate the quality of the results

We are sidestepping defining a protocol for the time being in hopes that this exercise might help us with that definition.

Results

Protocols being used as exemplars

- [PlainLanguage.gov](https://www.plainlanguage.gov/)
- [Visma UX best practices](#)
- [BBC Gel A11y section](#) if needed

What are ways to evaluate whether the protocol was done?

- Require the organization to publicly state:
 - What protocol/part of protocol was done
 - How the protocol was embedded in content or organization?
 - How can the public see that the protocol was embedded?
 - Date statement was made
- Require a compliance report (see [Department of Labor plain language report](#) notes below)

What are ways to evaluate how well the protocol was followed?

- Statement of how an organization does it.
- May need a list of ways that an org can report on to support that they followed the protocol
 - Examples: Measure staff knowledge of protocol, state that they have trained staff, surveys about protocol, audits

What are ways to explore ways to evaluate the quality of the results?

Meeting Summaries

March 4th Summary

- [Minutes](#)
- We will be going through an exercise for the next few weeks to evaluate:
 - How to evaluate whether the protocol was done
 - How well the protocol was followed
 - How to evaluate the quality of the results (if possible)
- We will be using the following (possible) protocols as examples to help with discussion:
 - Plain Language, Visma UX, (BBC Gel A11y section if 3rd is needed)
- Possible ways to evaluate whether a protocol was done (Discussion still ongoing)
 - Require the organization to publicly state:
 - What protocol/part of protocol was done
 - How the protocol was embedded in content or organization?
 - How can the public see that the protocol was embedded?
 - Date statement was made
- Key questions that need to be addressed later:
 - Definition of a protocol?
 - Is a protocol a document or part of a document?
 - How will we handle overlap with WCAG? The overlap will shift

March 11th Summary

- Minutes
- Discussion of how we should have this conversation
 - Full [brainstorm](#)
 - Actually try a protocol
- Suggestions on How to

Compliance report example from John's email

Protocol:

- Plain language

Reference:

- <https://plainlanguage.gov>

Effective dates:

- This claim is in effect between Jan 1, 2022 - Jan 1, 2023
- (Previous claims can be found at: ____URL____)

Claim:

- Content written for this site is authored for users with a Grade 8 reading level or greater.
- Some users may still experience difficulties with some or all of the content on this site.

Steps Taken to Implement this Protocol:

- The principles of plainlanguage.gov have been incorporated into the XYZ Widget Company's writing guide "The voice of the Consumer".
- Corporate Editorial staff have all taken professional training/refresh learning exercises within the past 12 months.
 - Training provided: The Essentials of Plain Language - a nine part online training course that covers plain language principles and the Plain Language Writing Act of 2010. (<https://academy.govloop.com/watch/hDzHyqdB4T7K3fjbvuGk8B>)
- Random editorial content is evaluated by the XYZ Widget Company's Chief Accessibility Officer monthly to verify that the protocol is being applied correctly.

Date of this report:

- January 22, 2022

Key Outstanding Questions

- Definition of a protocol?
- Is a protocol a document or part of a document?
- How will we handle overlap with WCAG?
- The overlap will shift