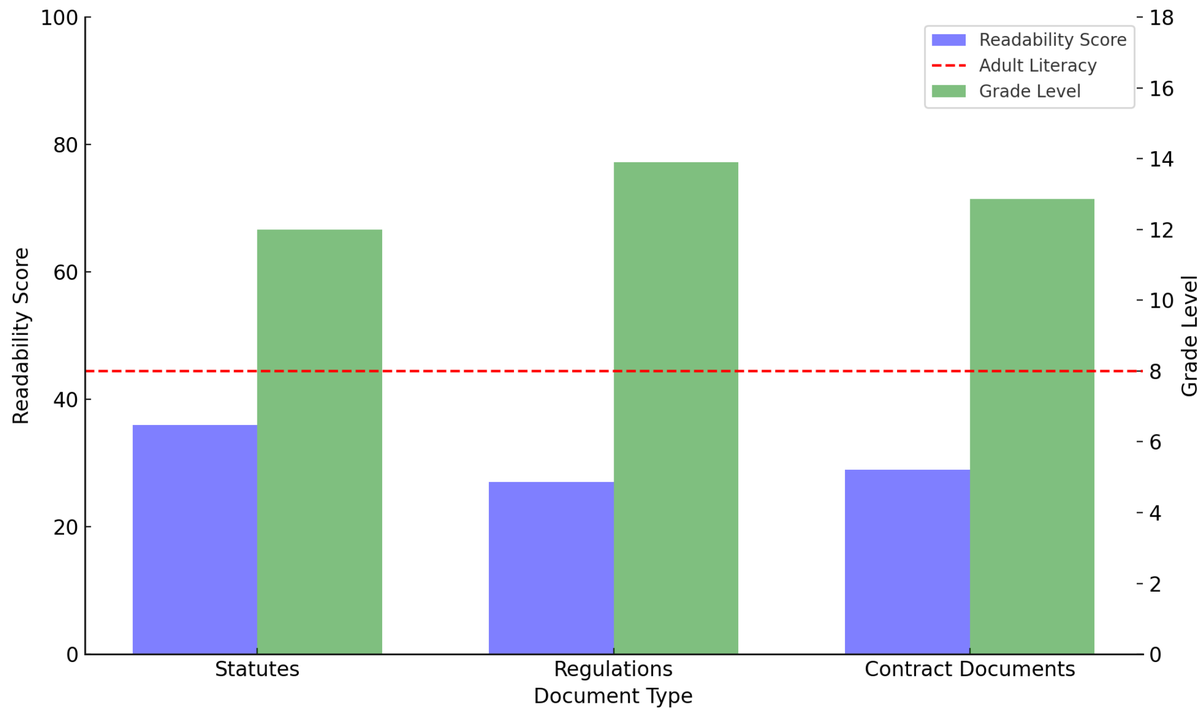
From Complexity to Clarity: Transforming DoD Procurement with the Plain Writing Act

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Abstract

This research scrutinizes DoD procurement communications for compliance with the Plain Writing Act using a two-phase methodology. In Phase 1, VisibleThread software assesses readability, which is then refined by ChatGPT's AI capabilities and further polished by human experts. Phase 2 employs stakeholder surveys to gauge the impact of these enhancements. Results demonstrate marked improvements in readability and adherence to plain language principles, highlighting the effective partnership of AI and human expertise in advancing transparent and comprehensible government communication.



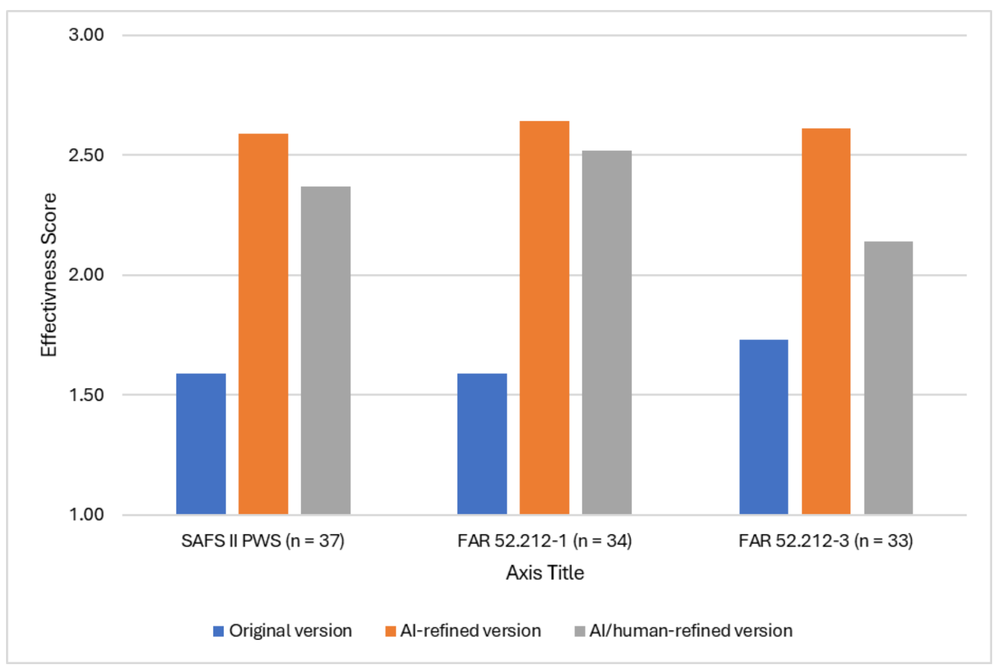
VisibleThread Scoring of Procurement Documents

Methods

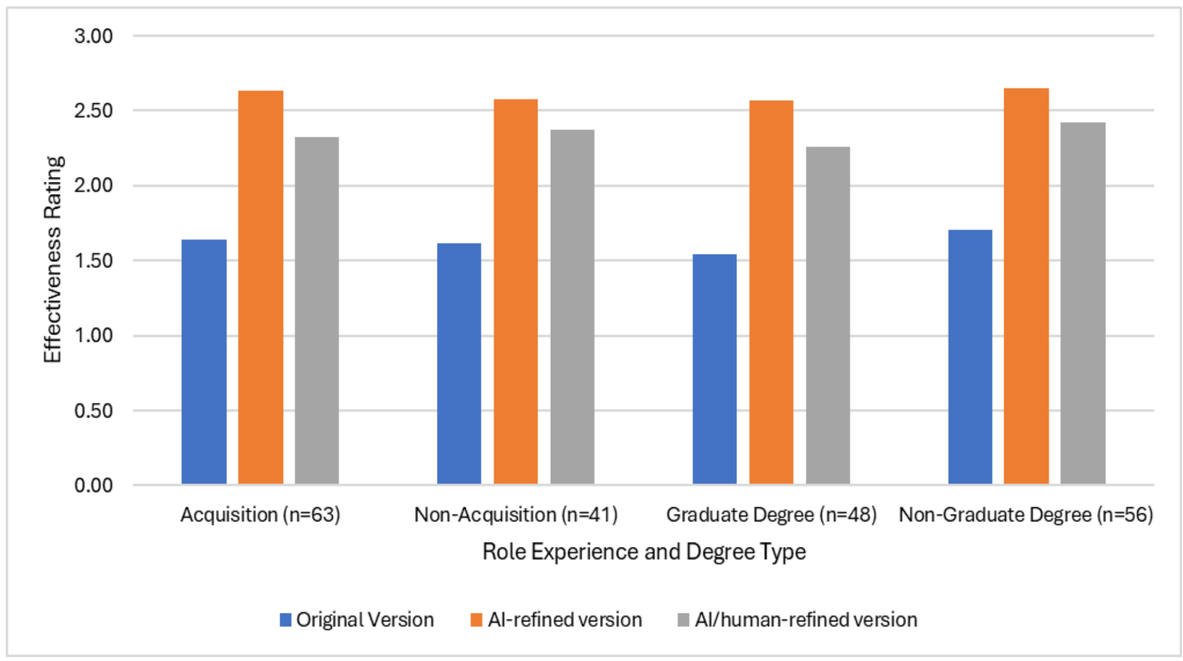
- Utilized VT Docs for initial evaluation and continuous monitoring of document readability across procurement texts, assessing improvements from original drafts to AI-enhanced and AI/human-refined versions against commercial standards of readability and grade level comprehension.
- Administered surveys to quantitatively assess the perceived effectiveness and adherence to Plain Writing Principles after each revision, examining the impact of readability and comprehension enhancements.

Results & Their Impact

- Readability Improvements: Enhanced DoD document readability and conformance to plain language standards through AI-human collaboration.
- Impact of Background: Revealed the influence of stakeholders' job roles and education on communication effectiveness.
- Plain Writing Compliance: Strengthened adherence to the Act's principles, confirmed by data and stakeholder feedback.
- AI Utility in Compliance: Validated LLMs as effective tools for government agencies to fulfill plain language requirements.



Effectiveness Rating of Version by Document Type



Effectiveness Rating of Version by Job Role & Educational Level

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