

Please stand by for realtime captions.

Testing.

Hello everyone we will get started in about five minutes.

Hello everyone, once again this is Ashley I will give you a two-minute warning we will begin in about two minutes.

Good afternoon and welcome to the Academy webinar what are you trying to say improving writing in communication with plaque plain language. My name is Ashley with us today is our presenter was currently the head of research and instruction services at Stephen State University, before we begin I will walk you through some housekeeping reminders if you have any questions you would like to ask the present or have technical issues please feel free to use the chat box located in the bottom right-hand corner of the screen. I will keep track of all the questions that come in at the end of the presentation Edward will respond to each of them. We are recording today's session and will email a link to the recording and slides to everyone who has registered for this webinar. We will also be sending you a certificate of participation using the email that you used to register for today's webinar if anyone needs any additional certificates because multiple people are watching the webinar with you please email and include the title of today's webinar along with the names and email addresses of those who need certificates. If you need to zoom in on the slides being shown by the presenter please click on the full-screen button at the bottom left tied side of the screen, with the blue bar the top of the screen it expands and click on the blue return button to get back to the default view. Also be aware that this presentation will be largely screen sharing, as soon as the presenter begins to share the screen, please if you want to see that chat box to ask a question or to follow any other questions that come along, mouse over the blue bar that will appear at the top of the screen, when it drops down, click on chat and the chat box should appear for you. Finally at the end of the session we will sharing a satisfaction survey with you we will let you know when that is available the URL below appear in the chat box we appreciate the feedback after the session is over including comments on the presentation style and value of the webinar I will hand the microphone over to Edward who will take it from here.

Thank you very much good afternoon everyone, as Ashley said my name is Edward and I work at the library at Boston State University, we are located in Texas. For this webinar, I will be giving a guided tour of the website titled language.gov I will use the chrome browser, you can also use Firefox, edge or Safari without any problems. Also if you have any devices or computers nearby you are welcome to start the computer and follow along hopefully you will identify sections to focus on after the webinar. I would like to say that I've always known about the resource, but the truth is I stumbled on this several months ago, while I was taking a technical reading class. However, it is truly a pot of gold. This website will give you excellent instruction, tips and techniques about how to write more clearly, and effectively. It is also a lot of fun to explore.

I also think that this website would be an excellent resource to include in library guides, professional writings, and technical writings. At this point I'm going to go ahead and share my screen, fingers crossed, I believe I understood the instructions.

Okay, I believe we are now@plainlanguage.gov. If there was any problems with screen sharing, the stuff will step in and let me know. We are here, we have arrived, I'm going to walk everyone through the different sections of this website, in some cases, I will read what is on the screen as they can say it better than I could. We are on the homepage, and you will see the menu section at the top, and then I'm going to move the monitor the point across to to show you, what the different sections are, there is also on the upper right a search box, there is also an authentic station in the upper left of this is an official website of the U.S. government before I go into the sections I want to show you with his front page

looks like, we have gone through the menu options and am going to scroll down, and first you're going to see the prominent sections, of this website, and as I keep going down the page, you are going to see any upcoming events, from the consortium and I will get to that in a second, but who supports this website, and out of the bottom of the screen, where it says about us, this is the plain language action and information network, and this is a community of federal employees dedicated to the idea the citizens deserve clear communication from government. They believe that using plain language, saves federal agencies time and money and provides better service to the American public. As I go further down the screen, this is just information about the website, and it is supported by the General services administration. As we continue moving down to the bottom of the screen you will see policies, for the website, and as you go further across the page you will see a section called contact us, if you see any issues or have any problems or see suggestions they are certainly welcome to feedback. And you will also see links to Facebook and twitter, and this organization publishes and post daily or several times a week different tips about medication. It is a lot of fun, it is a lot of fun to follow on Facebook and twitter. I'm going to go back up to the top of the page, at this point I'm at the very top now I'm going to start on about, which is on the right-hand side, and by the way, as you use this website and you are going to different sections you can always use the menu options at the top to get back to where you need to go. You can also click on the link at the top and it will take you back to the very front page. In the about section what you will see in fact in all the different sections coming up is that on the right-hand side you're going to have the introduction to the section. On the left-hand side, you will always see the subsections, where you can get more information. In the about sections that you are going to see, first of all, this is an organization that was originally called the plain English network it is been active for more than 20 years, it was started in the mid-1990s, it is to promote plain language, there are four different objectives, and some of these are linked to text resources, one thing that I will mentioned, some of you may know of this already, is that this is an organization for federal employees. In other words they will conduct workshops, and other types of continuing educations, but it is reserved for employees of federal agencies. They do not provide this service to any other type of group. So, you will see a link that says subscribe to our mailing list, that is for federal employees. If you look further down the page here are the officers, the current officers of the organization, and also the information about the website which started in 1994, and has evolved quite a bit since then. Even though this is for federal employees, they provide a lot of resources for the public to use, and I find it is a very useful website.

Now you are going to see on the left-hand side, the different sections, what I'm going to do is to click on the sections to show you how this works, for the section what is plain language? Here is the definition of language, and I'm not going to go into a great deal of detail about this for the sake of time but this is what you will find. You will also find why use plain language? And the benefits, you will also find the history and the timeline, as well as getting involved, the getting involved is for federal employees. I'm going to go back to the main page some going to click on about and I want to go back to promoting plain language. I want to show you in this section the third objective, which is to offer free half-day training sessions to federal agencies. Some going to click on that link. They talk about the introductory classes, that they offer, and you can request training for the class, most of these are for federal employees, on the left-hand side, you will see introductory classes, I'm going to click on videos. These are all of the videos that they have put onto YouTube, and they are all policies. The first when he sees the plain language Summit from 2018, but they run through different workshops, about how to use plain language in communicating, and the presenters are instructing the federal employees how to improve communication. You can access all of these videos without a problem, they will also present videos from previous meetings, and then they will also give others from federal agencies, about plain language, and these are also from professional organizations. So this section on videos, next I will go back on the left-hand side, and then I'm going to click on online training. User online courses of different federal

agencies that they have for their employees about how to use PLAIN language. One or two of these courses require that you be employed by the agency and you have to use a specific ID but there are others that are open to the public. And that anyone can view. For one example there is the Center of disease control, I believe that the FAA the national Institute of health, the requires a login ID, but most have toolkits that are available for anyone to use.

I apologize, this is Ashley, your audio is getting faint at times, are you leaning away from your microphone or anything? Is this better? Yes thank you. Thank you for telling me.

I am in the about section, what I'm going to do, I'm going to go across, I'm going to show you the section on laws and requirements. And the question is, why do agencies have to use plain language? All federal agencies have to follow the plain writing act of 2010, I'm not sure of how many of you have heard of this act I had not heard of this myself until I went to this website. But you can actually get the full text of the law, up here, and also there are two executive orders, that also reinforce the PLAIN writing act where you can get the full text. You will also see examples of templates, on the left-hand side, first of all I will show you how this section works a little bit more. On the right-hand side, these are instructions about following the guidelines, that federal agencies can use, I'm going to try to keep the link to a minimum, I think sometimes for times sake that can take more time than is necessary. But you can also follow the language guidelines, this is more instructions, and here are the deadlines, this is historical, all federal agencies are not all are now on board at this point, these are the compliance reports. Under the lawn requirements I will go back to the left, and I will click on agency programs and contacts, these are the different agencies, and when you look at these agencies, you can actually go in and find contacts, and the resources for PLAIN language. I will take the consumer financial protection Bureau, I will click on the plus and what you will see first of all these are the plain language requirements that each agency uses, if you click on that link, fingers crossed, while we are waiting you will see CFPB, and you will see in the section how they implement PLAIN writing and what the policies are. This is an agency that publishes a lot of consumer guidelines. So I'm going to go back as you look down further as you see the other agencies that are listed here the food and drug demonstration is another one, you can visit their website, for the plain language, how they make writing in communicating courses for the consumer, and also the contacts, by the way this is not just for the consumer, but also communicating internally within an agency, and often times communication agencies have to communicate with other agencies, this is the guidelines for plain writing, this is any level and any type of communication that the federal agency has to use. One more place before I move on, underline requirements, I will show you in the section the PLAIN writing page template, you can download this, and you can look at how the template will work. I'm not going to pull this up, you can download it, and look at it, this is something to mention. Again these are the templates that the agencies will use, again I will show you one, in the section, if you see the plain act of 2010 there is a compliance report. I'm going to try to pull this up as a word document, hopefully this will not cause a lot of chaos, this is the template that all agencies have to use, so this is underline requirements, after reviewing the requirements we are going to go to the next section to the right, this is called plain language guidelines. This has the most content of any of the sections of this website and you will see the general introduction under the header, it discusses how the section is organized. And the history of these key lines guidelines. If you look to the left you can see eight tips for plain language guidelines, each of these tips has its own section and resources and examples. So for example, if you click on write for your audience, it then breaks us into subsections, it gives you the introduction on the right-hand side, but on the left you can then follow this is the introduction but for example after you looked at this section, you may say okay, let's look at do your own research, when you click on do your research, here are the tips to use, when doing research, and writing for your audience, you can address the user, you can advance over to the left, this is something that will come up, they will have as I'm scrolling down it will say do not say and say, usually these were from previous publications from an agency and after they

looked at them, they decided to revise them to make them more clearly understood. So again, when they say do not say it means that something that the agency put in originally and then they changed it to something that is more clear. You will also see address audiences separately. This will go down and discuss and introduce about how to address different audiences resources, now on the left-hand side, I will keep navigating on the left, organize the information is there, choose your words carefully and I will show you, there are eight sections to choose your words carefully, this is probably the most detailed section of plain language.gov, they give you the introduction they say use simple words and phrases, and you can see the column saying don't say this say this, avoid hidden verbs, the one that a lot of people talk about is avoiding jargon. And so as you look through the technical language you are going to see jargon. You are going to see jargon here, for example, under don't say [Indiscernible] don't say [Indiscernible] don't say homeless. Nonetheless somebody clearly wrote that. As you go down the page you will see other information abbreviations, and place words carefully, I am going to click on be concise and again, there are only five subsections to be concise. But they say use positive language, write short sentences, as you keep going down you will get a lot of other good advice about writing, keep it conversational, this one is the shortest one in the direct reduction but on the left, for example the one that they say the most is don't use slashes. Use contractions. As I keep going down here, you will see a section that is called design for reading, this is probably one of those important sections, they talk about how to design a document. This is not the most comprehensive guide, there are many books about this, but this is something to start with, tips to use and guidelines for the agencies to use. And as you go further down for example the of other things to use that they recommend. On the left they talk about tables, agencies produce tables, and they report data, so they will give this information about was the clearest way to present a table. And as I keep going down, I mentioned there are a few other sections, if you can see where I am in this section to me this is one of the most interesting parts, they will say can users scan and skim your documents. How can you improve your documents of they can be easily scanned, not everyone is not going to read a long report from a federal agency that is several hundred pages long, but can somebody quickly skim to find what they need to find. Under the web standards, on the left, avoid FAQs, and they said, if you possibly can if you must write an FAQ, here is how to write a better FAQ. And again designing and editing, and other resources. Also effective links, I want to show you one on repurpose seeing, you will see on here again how to do that, there is actually a document that they make available, some of these documents are from federal employees some from agencies themselves and some are from outside groups that have allowed plain language.gov to make their documents accessible. The other one it is interesting is avoid overload, and they talk about the disadvantages of using [Indiscernible] and you do not have to use it here are some alternatives. And also resources to remember to follow the 50 we guidelines. And down below the last section, I have appreciated your patience, but I could talk about this all day, but I will not talk about this all day, that is test your assumptions. What they mean by testing your assumptions, agencies will produce documents, and then they will test them on people. They might test them on members of the public, or people who are not affiliated in any way with the agency or somebody from the public, can you understand that we are saying? Are we saying this clearly enough? And what this section will do, in test your assumptions, is that they will talk about when to test, which test to use, and you will notice there are three different test, the different types of test that they recommend, paraphrase testing, usability testing, and controlled comparative studies. And as you look, I will show you paraphrase testing, how to conduct that kind of testing. So this is quite a lot I've given you quite a lot with his plainly which guideline, but I wanted to introduce a lot of important material here. What I'm going to do at this point, is I'm going to keep moving across, I would like to show you the example sections. The introduction is actually the same as the menu on the left-hand side, and these are examples the government agencies should follow. And different government agency policies, and I will show you what kind of resources that there are. I will try before and after, these are documents, that an agency would produce, but when they

revise them they change them, so a lot of them will talk about how they changed documents. For example, I'm going to show you one before and after, ambiguous wording rewritten, and agency on the left, this is from an agency publication, I believe that this is from FEMA, and maybe from the Department of the Interior, these were part of a document, and in the before and after, and how they have changed.

Edward, I'm sorry to keep interrupting you, we are having problems with your audio, it is like your head is turned away from the phone, if we can get you to speak directly into your microphone that would help people to hear? Actually I am, I'm speaking right into the phone. Interesting. So we have an audio problem I apologize, WebEx is having problems putting your volume up consistently apparently. Does this sound better? You sound fine right now it keeps coming and going unfortunately. So this is what I'm going to try to do, is this too loud? No you are fine. I'm going to try it this way, and actually right up next to the microphone, I want to show you the next section which is working us [Indiscernible] and you will see other examples something on the left that was wordy before and how was cleaned up. The other one that I wanted to show you, these are from different federal agencies the one that you might find interesting is the Department of the Interior the printer recommendations. And I have to tell you, I have no idea what before meant, I would not understand that, so I was grateful for the after that they got to that point. Now I would like to do you next in the example section again, I'm going to show you award winners these are organizations that present awards for plane writing, there are four of them listed here, if you look further down the page the federal government actually has with a call and no gobbledygook award. You will see different awards, and who won them, sometime there are from agencies and sometimes specifically for employees. So I also want to show you the reports and brochures, you will see, I would have to say this one stood out the most of anything on this website, if you see under brochures, jury instructions. And they will talk about how to revise jury instructions. And as I talk about the very top, most jury instructions are all but impenetrable to laypeople. As you scroll down the page, they will give you examples, of what was previously said, and what the standards are now. If you take a look at number one the first two are probably the most familiar to most people, proof got a reasonable doubt, and then they redefine it, a preponderance of the evidence, and what this actually means. So jury instructions this is probably one of the best examples of how to rewrite something to make it more clear.

I'm going to go next to handbooks and manuals, and you were going to see, the one that you might enjoy the the most to read, personally, these are handbooks from different federal agencies For the employees, I'm not going to click on this one, the National Park Service Museum handbook because it is more than 800 pages long, however if you pull of the document is so well organized. That you can actually find any information that you need very quick the. When I click on letters and notices, these are different examples they will find, the one that stood out to me the most, there is actually one from veteran affairs about change in enrollment status. This is the letter that is sent, and this is the current letter that they use that they believe is more clear, for people who fall into this category. I also want to show you this one, Medicare fraud that are, if you take a look to the left, this was a letter for people who would report fraud, on the left this was what they received, what they used to receive in the letter, now over on the right-hand side you will see what they receive currently, so it is significantly different, it is reduced but is saying the same thing.

And when I click on the regulations, these are in other words, if they are notify people about regulations, are they following the requirements of this agency will set, and for example if you take a look at the department of education, student loans, this example is for training, this is not an agency text, here are the instructions before, for student loans, with the department of education, and here is the information afterwards. Here is what they actually will tell people, it is almost the same information but it changes in how it is organized and broken up. These are the examples, and there is quite a lot there is quite a lot of good resources. Now what I'm going to do, I'm going to skip training because we

have already shown you what training looks like, it is pretty much the same thing but it is linked to about, so I will not go back into those details for you, these are training resources and we've seen this section before. So I will click on resources, and even with a lot of materials in each of these sections, you can always look to the left to see how everything is organized. This is to me, the really fun part of this site, so if you look at the resources in the introductory section, you can click on the checklist for plain language, if you have written a document and he would like a checklist in my following good guidelines and practices, you could use this checklist. You can also look over the checklist for plain language on the web, writing for the web is different than writing on paper. Plain language at a glance, and then there is also Mary the chief of professional correspondence at the IRS also has excellent writing tips the IRS is another agency that regularly communicates with people with the public. And they also communicate with other agencies. We will show you very quickly which groups of organizations, focus on plain language and it is not just the center for plain language, but they explained the legal writing institutes is another good resource, and the foundation. There are also journals one of them is called the Michigan bar Journal publishes a column called the plain language column, and there are other organizations other associations interestingly Texas has been added, they have a plain language context, and around the world there are other organizations the United Kingdom and Australia are two of the countries that emphasize plain language quite a lot, I will move this up slowly, I will click on checklists and handouts, there's a checklist for language, some of these are repeated on other pages, but there is no harm with that, and there are other organizations, you will see the center for help, the national adult literacy agencies and there are handouts and posters. I am going to click next on the left-hand side under style guides, and these are different organizations from the federal government that published style guides. And also within state government, so if you want to take a look at how a particular agency, if you work with the particular agency, for example where I am we work quite a bit with the Department of Interior and the department of agriculture. On the left I will show you books, and there are several books that are actually available online fulltext most of them are not, you will also notice that a lot of these may be familiar with you, Strunk and White is listed here, that is one of the style manuals that they recommend, one of my favorite is if I understood you, but I have this look on my face. Lifting the fog of legalese, and you will see others here as well, interestingly, letting go of the words is one of the classic books on writing for the web, by Jenny Redish, interestingly, Stephen King's book on writing, is here as well that they recommend. So, there is quite a lot here, but all of these are good resources to use. We're going to go back here on the left and I will click on articles, this is fulltext of classic articles that current authors allow fulltext access to, as you look down the page, going to see a variety of documents, for example, where I have the point right now, politics and the English language by George Orwell published in 1946. And I'm going to click on that to show you this is one of the classics, most of you may know that this is the classic language in plain writing. Lane language, and this is probably one of the first essays I ever read about how to clear up the writing. Is an excellent essay to read if you have not read it it is one of the classics, even though was published in 1946 it is still applicable today if not more so than when he wrote it.

So that is politics and the English language by George Orwell. I will click on writing and reference tools, and you were going to see just some of the basics, you may have noticed under grammar sites, Purdue owl is there, this may be another justification for using Purdue owl, is that the federal government link said as a resource. But there are other there as well. On the left-hand side, I will go back to content types, I like this because it is organized by discipline area, I use Lane language in business, finance, in the sciences quite a bit because of my liaison responsibilities, if you click on business for example, you will see for example pretentious language waste time, the hidden costs of language, down of the very bottom, the one federal agency that publishes the most about plain language, that I see quite a bit in business is the securities and exchange commission, of course people use materials from the SEC quite a lot so that is why you see that. I'm going to go back, I'm going to click on content types again, I want to

show you one, called writing effective letters, these are the instructions for federal agencies when their employees have to write a letter to someone. It is primarily for someone who is from the public, but it can be someone in another agency of correspondence. What this guy does in terms of how to write a letter to someone, if someone writes and wanted to know about benefits or has a question or problem, or has applied for something, this is how they want the federal agency employees to address that issue. So identify your odd audience, the main message, they may need a sympathetic opening, and use overview, as they walk through for example, the use of pronouns, this was a surprise to me, but I learned quite a bit, there is the accuser user and the better tone using we. Choosing the right tone for the letters, going down the page, you will see using you in the active voice, that is your English teacher talking to as well I am sure, the sympathetic opening, apologize, delivering bad news, if an agency has to send you bad news of some kind this is how they recommend that you go about the language that you use. There was quite a bit more about how to write a letter, I have found that in the letters that are right now I back a lot to the things I read in this website. So I will finish this, on a lighter note, because on the left I'm going to click on humor, and they talk about a plan for the improvement of spelling, but there are here some things here that you might enjoy seeing. They collect funny headlines, for example you might see something like the eye Rocky head seeks arms. Redtape holds up new bridges. The typhoon rips through cemetery hundreds are dead. On the website for example, on Facebook a few days ago they were talking about the,, if you take a phrase something like let the grandpa, the comic can be very good important. This website, it is very important to be clear. The last section is quotes, and I like this because it talks about the importance of being clear. And they divide these into different sources, and different contexts and subjects, but in all cases what they say is if you want to convince someone to be clear or you are trying to convince someone what is important to be clear in your writing, look through these quotes, and again I will click on contemporary quotes, and you will see different people here, and if I go back to quotes you can see federal employees speak. Some of these are serious government quotes that are here, and these are from different government officials, historical quotes, and for example hard writing makes easy reading, and they go all the way back. Truman Capote is here, I believe more in the scissors than I do in the pencil, and even one from the king of Sweden in 1713. As you look through here you will see Winston Churchill, there are a lot of good quotes here for reasons to be clear in your writing. As you can probably tell I really have enjoyed this website I think it is very important, and it has been one of those hidden treasures that I'm very glad that I found because it is important for writing. I probably only have one suggestion for this website, and I'm not sure if anyone is a number of PLAIN, I can send an email to suggest this, the search box appear, so for example, you will see a couple of searches, I'm going to tap type in Orwell, if you remember, we were looking for politics in the English language, earlier we were looking at that, it is not here in the search results. I have to say, the search boxes are very difficult to manage, as most of you know, but nonetheless if you are trying to look for something specific and you do not see it in the search box, try browsing the sections to see if you can find it that way.

I'm going to go back to the main page to show you again what this looks like, at this point I'm going to go ahead, I apologize for the problems I did not realize we were having a problem with the audio, but I'm going to do is to stop sharing the monitor and have this back over.

Did this work? Yes, we can see the slides. We've not received any questions thus far, although there might have been because people did not have a chat box enabled, so the chat box is there if you have any questions please feel free to submit the. We will hang on for a minute to see if anyone is typing in anything.

[Pause] all right, I'm not seeing any questions, but that does not mean that you cannot check them in. I will push out the link to the survey, if anyone has any questions, or if you could fill these out that would be great. I will go into wrap up mode, please do not forget our upcoming webinars, we have tumor

webinars scheduled for April of this year, the next webinar is set for Thursday April 25th entitled using benefits.gov as a tool for citizens in need. Also don't forget to register for our library Council virtual meeting, that is Monday through Wednesday April 15th through 17th, this year, you can receive a notice of all the upcoming webinars when they are announced, if you sign up for our news and events email alert service.

And I am not seen any questions, so there is one, did I miss it? So I cannot see that question, I do not have it in my chat box. They send it to me directly. So Jean is going to relay the question. So a couple of shout outs, and then one question is, from Mara Walsh do you recommend using the word review available for readability? What was that, I did not catch the question? Do you recommend using the word review available for readability? Or another? Okay. [Pause]

I'm going to make a guess here, I think Mara is referring to Microsoft Word, the review the blue underlined bar the wavy squiggly line that goes underneath if it thinks it is grammatically incorrect? If you could chat with all participants that everyone can see your question.

I see it here, let me see. The tab in the word program, let me take a look.

To be honest with you, I have not used it for that purpose. I'm afraid I do not know, that is interesting I should try that.

So Mara has chimed in and said it is the spelling and review the gives score for grade level, and readability. I am not sure what is going on, I wonder if I actually did not configure the room correctly, are people not able to chat with all participants? So there is another question as well. So one more question, that is from Samuel Russell can you explain how agencies add content to the site?

I think I know what you're talking about, I was thinking of something like a subject guide for example if you use lip guides, two at it that way, just as a website. And not necessarily as a database. Does not make sense? [Pause] do we have any more questions? So I apologize for mispronouncing your name, are we able to download the federal plain language guidelines? You should be able to, I know that there are different links if I am not mistaken, I won't speak on behalf of the plane group, because I do not know this for certain, but if it is available, you should be able to download it. I always recommend giving credit where credit is due, but if it is available, I think you should be able to download it.

As far as I know, I would probably check with PLAIN to be certain about that. But you can certainly download all of the documents that can be downloaded without a problem.

And you can always adapt the material to your own uses, why reinvent the wheel. Thank you very much for that. We are seeing a lot of shadows, in the chat box, other than that we do have one more question. I am not seeing these questions for some reason but Sean is. From Emily, is there any writer or books that you are recommending for the subject besides those that the website suggests?

If you look in the book section, of the website there's a whole listing of books, a lot of really good books. That are out there, there is a book by Sir Ernest Gowers, that I also like that is not on the listing, I think it is really good I can look this up. I have my iPad up, let me take a look.

I think the book section on that resources page has a lot of good recommendations. The only one that I did not see their that that was a really good book was, plain words, the guide to the use of English by Sir Ernest Gowers.

I think I know what you are talking about, I can put this into the chat box. Let me get back your.

Okay, it was used in the British government, but that is an excellent resource. I have sent it into the chat, I'm hoping that you got it. I do not see it coming up on the screen. I'm not seeing it either, I am not sure what is going on here. There it is. It just pops in late, plain words, the guide to the use of the English language by Sir Ernest Gowers. Do we have any other questions? I do not see any. Well folks, I apologize for the audio problems, I would like to thank you for telling me. That there were audio problems.

Okay, with that I think we are good to wrap up. Thank you so very much, Edward, we really appreciate all of the work that you put into this, this is a great tool, and I learned a lot, I also have a bookmark on the historical quotes I thought that was cool. So I appreciate very much all the work you put into this, for everyone else, thank you very much for attending our webinar, and we will have the recording up sometime tomorrow.

Thank you all for attending. We appreciated.

And thank you for your help.

[Event Concluded] [Event Concluded]