



All-In Campus Democracy Challenge- Western Washington University

Executive Summary:

The purpose of the action plan is to create a guideline to follow to increase civic engagement on the Western Washington University Campus. This plan was developed by numerous people including students, staff, and advisors. Our goal is to engage as many students as possible to be civically engaged by registering students to vote, increase awareness for elections, create informative programming, and follow legislation that is happening at all levels of government. This plan will be implemented by the Office of Civic Engagement in the Associated Students of Western Washington University with support from the ASWWU Vice President for Governmental Affairs and Voter Registration Staff. This plan will be implemented by November of 2020.

2021 Focus Areas: Leadership, Commitment, Landscape, Strategies

Leadership:

Associated Students of WWU:

The Office of Civic Engagement consists of 8 student positions. The OCE Director, Legislative Education Assistant, Local Issues Coordinator, Voter Engagement and Recruitment Coordinator, Civic Involvement Coordinator, Director of Legislative Affairs, and Elections Coordinator.



Western Votes is an organization within the Office of Civic Engagement that carries out all of the voter registration and get-out-the-vote efforts for Fall Quarter. The Voter Registration Staff are hired in July and work through the election year and typically consist of six students. During WWU's move-in weekend, one staff member is assigned to each of the six dorm buildings. They typically oversee their location and help assist volunteers. Western Votes has around 20 volunteers just for move in weekend and gains additional volunteers through move-in weekend for the GOTV efforts.

The Legislative Affairs Council is housed within the Associated Students and makes decisions on the student lobby agenda for Western Lobby Day, Western Intersectional Lobby Day, and Local Lobby Day. This council is chaired by the Vice President for Governmental Affairs and includes one representative from: The Ethnic Student Center, Environmental and Sustainability Programs, the Student Advocacy and Identity Resource Center, and the Graduate Student Advocacy Council. It also includes 6-8 Students-at-large, the Local Liaison, the Director of Legislative Affairs, and the Engagement and Recruitment Coordinator. In addition to crafting the Legislative Agendas for ASWWU, this committee is charged with encouraging civic engagement among students, submitting recommendations for the Washington Student Association statewide Legislative Agenda, communicate with elected officials to ensure student perspectives are considered at all levels of government, formulate policy positions for all matters concerning students in higher education for approval by the AS Board of Directors, and review funding proposals and expenditures of the Legislative Action Fund. The Legislative Action Fund is a fund which collects a fee of \$1 per quarter per student to ensure programming opportunities for students to get civically engaged. This fee was proposed and voted on by students.

Western Washington University:

The Munro Institute for Civic Education

Housed under the Political Science Department at Western Washington University, Western Washington University's Ralph Munro Institute for Civic Education is devoted to promoting civic literacy within secondary education and the public at large. It offers students, teachers and community members an opportunity to work with professors, activists and political leaders to learn how local, state and national politics develop.



Additionally, the Political Science Department strives to embody and cultivate the habits and skills of clear thought, rigorous analysis, and effective argumentation in writing and speech. We examine politics at all levels: small groups, social and political organizations, towns and cities, economic systems, countries, nations, transnational flows, and the global system. In doing so, we raise critical questions about power and privilege, identity, institutions, justice, citizenship, and civic engagement in order to develop and sustain a nuanced understanding of political life, processes, systems, and dynamics. We embrace a variety of approaches in our research and teaching – qualitative, quantitative, historical, institutional, theoretical, sociological, economic, and legal – and seek to combine conceptual and theoretical analyses with policy and practical orientations. We encourage our students to bring their own perspectives and critical capacities to the classroom, even as they acquire new skills and knowledge to become more intellectually sophisticated and politically engaged members of their communities.

Karen W. Morse Institute for Leadership

The vision of the Karen W. Morse Institute for Leadership is to create a university-wide leadership development program unlike any other in the nation. The mission asserts to develop graduates who can exercise responsible, ethical, and inclusive leadership in their chosen careers and communities. Through involvement in leadership development, this institute strives to create leaders who embody the notion of “Active Minds, Changing Lives” in our global society.

Res-life at WWU

Residence Life at WWU is also a critical part of our campus civic engagement efforts. Residential Advisors send emails that update students about dates and deadlines, organize programming to engage students, and help us mobilize student voters. Each campus residence community has an Inclusive Community Assistant that is in charge of informing students about current events and ensuring that students feel included in their community. This means breaking down barriers for students to critically engage with our ever-changing world. In March for the primary elections, Western Votes and an Inclusive Community Assistant partnered together to play civic engagement games and promote the deadlines coming up. This type of program is what we hope to expand on next year.

Greater Bellingham Community:



The current Whatcom County Auditor, Diana Bradrick, and past Auditors have been an incredible help in taking down barriers for students to turn in ballots. In the fall, WWU should have a second ballot box set up on campus. This means that we will have one on each side of campus so we can make it easier to vote and our campus has the capacity to collect more ballots every day without the ballot boxes overflowing. The Auditor helped facilitate the process and pick out the location that would reach the most students and be accessible for their office. The Auditor's Office is also an incredible resource for our efforts as they help answer questions for our events and ensure that all of our programming is meeting local, state, and federal laws.

The League of Women's Voters in Bellingham Washington is also an incredible resource to engage students on WWU's campus. In the fall, the LWV and Western Votes partner together to amplify our individual organizations efforts. The LWV helps register students to vote during move-in weekend but are also on campus through the last day to register to vote to reach as many students as possible. Western Votes and the LWV intermingle out staff to be stationed all over campus throughout the school weeks. This not only gives students the opportunity to register to vote but it also serves as a reminder that elections are coming up. When the LWV or Western Votes tables, we often have big posters with upcoming important dates. This way, we can publicize the elections as much as possible. This partnership allows us to have more people engaged in civic engagement work so we can make as big of an impact as possible

Commitment:

Western Washington University:

Western Washington University has a commitment to civically engaging students. Western has a strong commitment to the *"pursuit of excellence, in an environment characterized by principles of shared governance, academic freedom and effective engagement"*. Our shared governance model pushes our university to combine university and AS resources to ensure that we are effectively engaging students in campus, local, state, and federal politics. Western's mission statement says that *"Western sees equity, justice, inclusion, and diversity as fundamental principles calling for authentic engagement"*. Equity, justice, inclusion, and diversity are the core principles that Western grounds its work in.

Western Votes and the OCE provide opportunities for students to get involved, informed, and interested in what is happening around us. They seek to provide inclusive spaces where all students can come and get their voices heard. They create programs that help students understand not only how our political



systems function, but also the history of our country and how social justice and politics are intersectional. The AS grounds itself in these core values and ensures that the work its able to do positively impacts students to be engaged and effective critical thinkers.

Associated Students of Western Washington University:

The Associated Students “*is dedicated to ensuring that students are represented in the decisions of the organization and the university.*” The AS does this in a wide variety of ways. Students can apply to sit on university and AS committees that make decisions on the future of the institution, from policy to budget work. LAC is made up of diverse student voices that determine our advocacy efforts every year and create multiple lobbying agendas set by students, for students. The AS also normally provides an all-expense paid trip for over 250 students to lobby their state legislators between the three lobby days the AS puts on. The work that the AS does is also grounded in equity, justice, inclusion, and diversity. When marginalized students wanted to advocate specifically for their needs, Western Intersectional Lobby Day became an incredibly yearly event. Lobbying efforts have expanded greatly at WWU because not only does it make the legislature more accessible, it also gives students engaged in politics. The AS continuously expands the opportunities that it provides to make sure that students are able to effectively advocate for their needs.

Landscape:

Timeline of past engagement efforts:

September/October: -

- Voter Registration Drive for students moving into on-campus residences
- Class event announcements
- Legislative Affairs Council begins

October/November: Get Out the Vote



- Ballot printing in Multi-Purpose Room
- Voting Hub
- Voter registration in Red Square
- Phone & text banking with the WSA
- New permanent ballot box unveiling in Red Square
- Local & state candidate forum (via Zoom)
- Students are surveyed for the Western Lobby Day Agenda

November/December:

- Legislative Affairs Council continues to write the AS Legislative Agenda
- Legislative Affairs Council helps plan Western Lobby Day and Western Intersectional Lobby Day
- Legislative Affairs Council writes documents on each of the sections for the Legislative Agenda to make it more accessible for students to understand what they are advocating for

January:

- Finalize plans for Western Lobby Day
- Western Lobby Day: January 17-18
- Approximately 115 students Lobbying via Zoom on the ASWWU Legislative Agenda
- Legislative Affairs Council starts to write the AS Western Intersectional Lobby Day Legislative Agenda

February:

- Western Intersectional Lobby Day planning in finished
- Legislative Affairs Council finishes the AS Western Intersectional Lobby Day Legislative Agenda
- Western Intersectional Lobby Day: February 14-15
- Approx. 100 students Lobbying on the ASWWU Western Intersectional Lobby Day Agenda

March/April:

- Plan Local Lobby Day for city council and county council officials
- Prepare for the upcoming census



- Booths around campus
- Poster Campaign

April/May:

- Review the year, look for where we can improve, prepare for next year

Barriers for Students:

1. Understanding the system

One of the greatest barriers for students is not fully understanding the system in which they have to move in. The way in which our voting system is set up, there are a lot of dates and deadlines that have to be met. Students need to know where they can register, what dates can they register online, when does voter registration move to in person voter registration only, where can they print ballots, how to print ballots, what papers need to be turned in when they vote, etc.

2. Printing Ballots

In Washington State, voting happens via mail. Since college students are typically very mobile (i.e. moving out of their parents' home or moving apartments), ballots can get lost as addresses change. Washington state allows its residents to print their ballot online. While this is a great way to make voting more accessible, most students do not know that this is an option and/or do not know how to.

3. Registering to Vote

In order to vote in any election, one has to register to vote. While it only takes a couple of minutes to do, it can be confusing where to go and how to actually register. Government websites are not the most user friendly and trying to dig through information to figure out how to register can create barriers.

4. Accessible Language



Voter guides, official ballots, written bills, etc. are filled with big words that are not accessible. At the events that the OCE and Western Votes put on, the most ask question is: “what does this mean?”. The language that is used can be a huge barrier for students because if they don't know what they are voting for, they might not vote.

Strategies

Voter registration, Get Out the Vote, Educating Voters, Reducing Barriers, Legislative Advocacy

Voter Registration:

Move-In Weekend

While students are moving into their dorms in late September, Western Votes will have a combination of trained staff and volunteers stationed at every housing complex to get students to register to vote or update their address. If social distancing laws allow, Western Votes will continue with in person voter registration. If not, informational posters about how to register to vote, why voting is important, upcoming dates/deadlines, and contact information will be slid underneath each resident's door.

Goal: Register 2,000 students

Class Presentations

After move-in weekend, Western Votes will begin its voter registration outreach to the whole campus. In early September, professors will be contacted and asked if they would be willing to allow a staff member or volunteer to come into their class for the first 5 minutes and register students to vote. If we are unable to go into classrooms because of social distancing laws, we will send each professor a pre-recorded video to project during class that will outline the steps to register to vote.

Goal: Go to 30 classrooms and register 300 students

On-Campus Outreach



In early October, Western Votes will reserve tables in Red Square and/or the Viking Union 3 times a week to promote voter registration. On the table, there will either be voter registration forms to fill out or university computers to register online. There will be flyers at each table with information like how to register to vote, why voting is important, upcoming dates/deadlines, and contact information, etc for students that are on the go.

Goal: Register 200 students

Off-Campus Outreach

At the Paint Bellingham Blue event, in late September, that hosts thousands of students, university staff, administration, faculty, and community members, Western Votes will be present to help the greater Bellingham Community register to vote.

Goal: Register 200 students

Social Media

Utilize the Western Votes Instagram and Facebook pages to engage students with registering to vote. The Western Votes Instagram will post information about how to register to vote, absentee ballots and when the deadline is for registering to vote in the upcoming presidential election. Interactive posts will be created to further engage students in voter registration. An interactive post might look like an Instagram poll asking students if they have registered to vote or creating a bingo game. Western Votes will also share their voter registration efforts to keep the community informed on what they are doing to spread the word about voter registration. Two Associated Students Offices, the Ethnic Student Center and the Office of Civic Engagement, are collaborating on a social media campaign through the university's widely followed Instagram, Ourwestern. In the two weeks period we hope to inspire students to get involved in your community and be informed on regional and national issues. We shared the stories of Western students and Bellingham community members on the diverse ways they get politically engaged and why it matters. We also hosted interviews and information sessions to talk about some of the initiatives on the ballot, like R-90, and some of the less well-known offices up for election, like the Public Utilities District Commissioner. Using the university platform allows us to reach a broader audience while also encouraging the followers of our respective offices to interact with one another in this virtual environment. Collaborating with the Ethnic Student Center creates an opportunity for the Office of Civic Engagement to platform the voices of students of color and holds us accountable to recognizing the varied political experiences and accessibility barriers in our community. It will also hopefully encourage a more diverse community of active political participants to form.

Goal: Gain 100 new followers



Get Out the Vote:

Phone Banking

Western Votes will hold phone banking sessions in October to encourage community members to either register to vote or to remind them to vote in the upcoming presidential elections. There will be about 2 weeks' worth of phone banking sessions. During a phone banking session, Western Votes members will



call community members and follow a provided script to ask them the appropriate questions regarding whether they have voted yet.

Goal: Call 500 community members

Dorm Flyers

Western Votes will create flyers to spread among the dorms on campus to help inform students on how to vote and engage them in the voting process. Flyers will be distributed in the early fall when students have moved into their new rooms.

Goal: Hang flyers on the doors of all resident rooms for the 16 residence halls on campus.

Social Media

Western Votes is active on both Instagram and Facebook. The Western Votes Instagram will post about voting and getting out the vote throughout the elections period to encourage followers to vote in the elections. Information about how to vote and where ballots can be dropped off will be provided. Using social media provides students with the opportunity to engage with Western Votes on a new platform and helps reach students that might not be reached otherwise. Will make interactive posts to further engage students. Will make posts about voter outreach to keep followers informed on what Western Votes is doing during the elections season.

Goal: Gain 100 new followers

Getting a New Ballot Box

This year Western Votes has a new ballot box that is being installed on campus. Currently there is just a ballot box on our south campus but now there is one being added to our north campus. There will be a ground-breaking ceremony to draw attention to this new ballot box and inform students of this new voter accessibility.

Goal: Increase on-campus voter accessibility and engage 200 students in the ballot box ground-breaking ceremony



Voting Party in Red Square/Virtual Party

During election week in early November, Western votes will host a voting party in either red square (which is the main campus walking area) or virtually according to Washington state social distancing laws and guidelines. The voting party will encourage students to bring their ballots and drop them off at our mobile ballot box.

Goal: Engage 300 students in the voting party

Voter Education:

Candidate Forums

In October, the Local Issues Coordinator will organize a virtual Local & State Candidate Forum hosted live on a Zoom webinar. It will feature candidates on the ballot for positions specific to Bellingham/Whatcom county as well as statewide candidates. During the forum, each candidate will answer five to six questions chosen for their relevance to issues that we've found to be particularly important to Western students. Time allowing, students will also be able to submit questions live through the webinar 'Q&A' function and have the candidates answer them at the end of each segment. This forum aims to be accessible to students with busy schedules by creating multiple 30-45 minute segments of the forum, each featuring the candidates for a particular position. With this format, students will be able to tune in only for the candidates that they are most interested or curious about rather than needing to watch the entire event. To further accommodate varying schedules, each segment will be individually uploaded to our office's YouTube account immediately following the forum.

Throughout October we will also be creating content for our social media channels explaining the importance of various positions, why students should care/pay attention to that political race, and who is running. This content will include infographics, Instagram story series, and interviews with various WWU faculty who have expertise on the roles of certain positions.

Our Executive Order: A Podcast to Increase Engagement

This year, the ASWWU Office of Civic Engagement and Ethnic Student Center is collaborating on a podcast titled "Our Executive Order". With our student body being spread out due to COVID-19, the podcast has been a way to interact and engage with students on a new platform. The podcast covers a range of topics such as voter suppression, the experience of BIPOC individuals, voter turnout, and other local, state, and national issues that are of importance to a student audience. Each episode delves into a new topic, and a new episode is released each Monday on Spotify, Apple Podcasts, and Anchor. The podcast will also be broadcasted on Western's student radio station 89.2 KUGS to increase listeners in the Bellingham and Whatcom County area.



To increase student involvement, the OCE and ESC has used their social media accounts to ask questions of students to guide talking points in the episodes. The OCE and ESC plans to hold interviews with students and community members to share relevant experiences and ideas, as well as spotlight important local organizations and businesses that work to benefit the community. The goal of this podcast is to help students learn about important topics and issues as well as inspire listeners to become more civically engaged and involved in their communities, whether they are near Western's campus this year or farther away.

Reducing Barriers:



Democracy and Donuts

In collaboration with the AS Office of Civic Engagement and the Ethnic Student Center a program will be provided to help inform students about voting. This program will remove barriers of inaccessibility due to voter demographics and educate students on the democratic and/or legislative processes that are not made accessible. There will be printing stations available to remove the barrier of getting supplies like envelopes, a printer, pen, etc.

Goal: Help 200 students print their ballot

Printing Stations

In Red Square during the week of voting, the OCE will have laptops and printers available for students to use to print their ballots. The staff at the table will be trained to understand the process of printing a ballot so that if a student comes across any issues, there will be people ready to assist. At these printing stations, there will also be pens and envelopes for students to take if they need.

Goal: Help 500 students print their ballot

Multiple Ballot Collecting locations

There will be the two official ballot box locations at each end of campus. In Red Square we have installed a brand new, large ballot collection box under Bond Hall, in order to make collection on. Posters with important dates will be held and posters with information like where the ballot box locations are, how to register at the auditor's office, where the auditor's office is, etc. will be handed out.

Goal: Promote the election to increase turnout

Washington Student Association

There are currently five active WWU members in the Washington Student's Association Students of Color Coalition, which is an equal governing body of the institution committed to providing dedicated space for students of color around the state to have a direct say in the state-wide lobbying agenda and in the organization's practices. WWU has the most representation in the state in this coalition and is committed to welcoming students into this space to learn more about how they can get involved in forming Washington state legislation. The Office of Civic Engagement also works to include representation in the WSA general assembly from throughout the Associated Students, successfully bringing members from offices such as the Student Identity and Advocacy Resource Center and the Environmental and Sustainability Programs and working to further the engagement of our other AS colleagues.



Voting Empowerment Center

Senate Bill 6313 says that “each public university must open a nonpartisan student engagement hub which allows students to download exact copies of their ballot. Upon request of the student government, the student engagement hub at a public four-year university must allow voters to register in person and provide ballots and voter registration materials. Student engagement hubs may be open during business hours in the eight days before an election, and up to 8 p.m. on election night. Each university must



contract with the county auditor for the operation of student engagement hubs. State and local voters' pamphlets must list the location of student engagement hubs. SOS may provide grants to county auditors to implement student engagement hubs, subject to appropriations.”

All Lobby Days

The AS puts on three lobby days a year: Western Lobby Day, Western Intersectional Lobby Day, and Local Lobby Day. All three of these events are completely free for students as the AS pays for all transportation, housing, and food costs. All students have to do is sign up and go to one training. This breaks down any barriers that students might face in terms of physically getting to the locations, understanding how to lobby, and scheduling meetings with legislators. Everything is done by the VP for Governmental Affairs, the Board Assistant for Lobby Days, and the Office of Civic Engagement.

Accessible Language

In collaboration with the Ralph Munro Institute on Civic Education, the AS Office of Civic Engagement will provide programs which remove the barriers of elitist and inaccessible language and educate students on the democratic and/or legislative processes which exist in ways which are easier to understand by the majority of students.

Legislative Advocacy

Western Lobby Days

This Lobby Day advocates for things that all students feel passionately about. Around 115 students meet with almost all of the Washington Legislators to advocate on an agenda that is set by students for students. Western Students are surveyed and asked about what topics they want to lobby for. After that, LAC will begin for research and construct an agenda around the most popular answers in the survey. This gives students an opportunity to help out with lobby days in a small or big way. This event is will be held on Martin Luther King Jr. Weekend, January 17th-18th. Due to the virtual format resulting from the pandemic, Lobby Days will look different this year. A virtual or in-person legislative session has yet to be announced, but likely everything will take place in a virtual setting. The ASWWU agenda for the legislative session will still be developed through the Legislative Affairs Council and the student lobbyist will need the engagement of students through virtual meetings or asynchronous testimony to achieve the goals of the agenda. The AS Director of Legislative Affairs and AS VP for Governmental Affairs will explore ways to connect students to their legislators through virtual meetings.



Western Intersectional Lobby Day



This Lobby Day is put together by the Ethnic Student Center, Environmental and Sustainability Programs, and the Student Advocacy and Identity Resource Center. The legislative agenda for WILD revolves around advocating for marginalized students and environmental protections. Typically, this lobby day has about 100 students attend and when they register, they decide which office they would like to advocate with, the ESC, the ESP, or the SAIRC. This event came to be after students wanted to be able to advocate for more things. The expansion of WLD led to increased student advocacy which we plan to continue in February of next year. This event will be held on February 14th and 15th.

Local Lobby Day

Local Lobby Day is organized and facilitated by the Local Liaison and the VP for Governmental Affairs. The agenda is created in LAC and includes a variety of issues that students are faced with. We typically get 30 students that attend and meet with members of the Bellingham City Council and Whatcom County Council. This event will be happening in May and this year we are working on expanding this opportunity to more students.

NSLVE Data

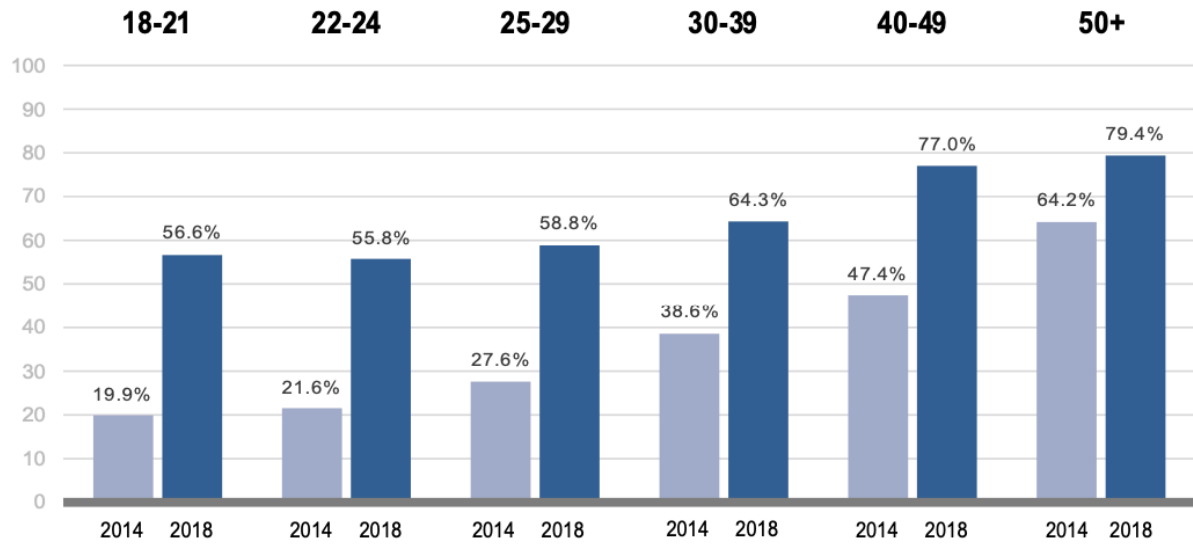
-summary & detailed NSLVE data + use to set specific goals/strats



NSLVE CAMPUS REPORT | Western Washington University

YOUR STUDENTS' VOTING DATA | MIDTERM ELECTIONS

By Age Group*



Western Washington University's 2018 voter data shows that our 2018 voting rate was 57.9%, which is an increase from 2014's 22.4%. Our voting rate of registered students in 2018 was 69.1%, which also was an increase from 2014's 27.5%. Our overall registration rate was 83.8%, which was a slight increase from 81.2% in 2014. Our numbers, starting with age, are as follows: 56.6% of registered 18-21 year old's voted in 2018, an increase from 19.9% in 2014; 55.8% of registered 22-24 year old's voted in 2018, an increase from 21.6% in 2014; 58.8% of 25-29 year old's voted in 2018, an increase from 27.6% in 2014; 64.3% of registered 30-39 year old's voted in 2018, compared to only 38.6% in 2014; 77.0% of registered 40-49 year old's voted in 2018, compared to only 47.4% in 2014; 79.4% of 50+ year old's voted in 2018, compared to 64.2% in 2014.

While 18-21 & 22-24 year old's had the largest jumps in voting participation between the years, they still have lower turnouts than all of the other age ranges. As a university we must target these groups better in order to engage them more and raise their turnout. For the 18-21 age

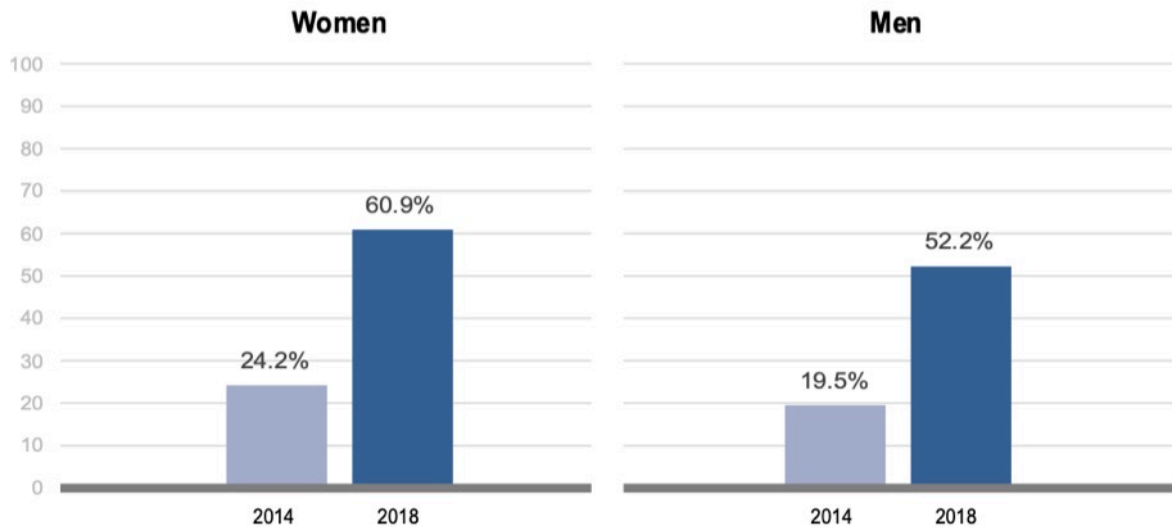


range, we could do more registration or voting events on campus in order to engage them more, as these groups are more likely to be on campus & see or participate in these events.

NSLVE CAMPUS REPORT | Western Washington University

YOUR STUDENTS' VOTING DATA | MIDTERM ELECTIONS

By Gender*

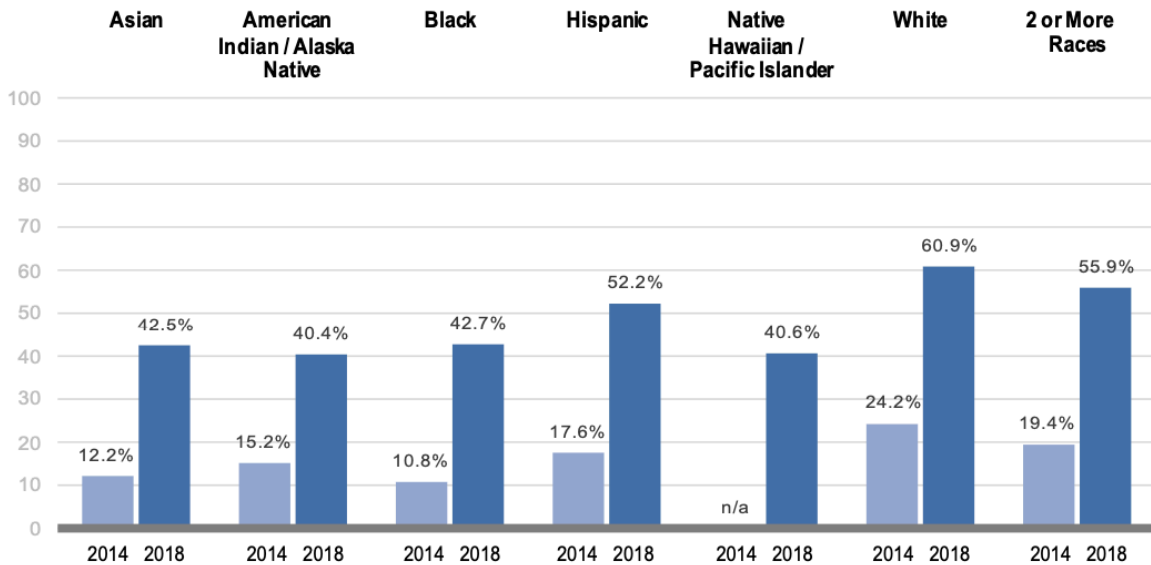


With gender demographics, 60.9% of registered women voted compared to 52.2% of registered men. Registered women also voted more than men in 2014, with 24.4% of registered women voting compared to 19.5% of registered men. At Western, our Office of Civic Engagement hosts a podcast, which is led by women-identifying individuals, in which they discuss women specific issues. Not only this, but our university also partners with the League of Women Voters to discuss women's issues & engage women voters. The Munroe Institute also worked with the League of Women Voters to celebrate 100 years of suffrage, with speaker series & events. While there are no specific ways to improve these numbers for gender, we can work on further increasing voter turnout generally in order to also create a more representative demographic.



YOUR STUDENTS' VOTING DATA | MIDTERM ELECTIONS

By Race/Ethnicity*



Looking at our university's race data, all races have improved their voting rates to some capacity compared to 2014. 42.5% of registered Asians voted in 2018, compared to 12.2% in 2014. 40.4% of registered Native individuals voted in 2018 compared to only 15.2% in 2014. 42.7% of registered Black individuals voted in 2018, compared to 10.8% in 2014. 52.2% of registered Hispanic individuals voted in 2018 compared to 17.6% in 2014. 40.6% of registered Pacific Islander individuals voted in 2018 compared to none in 2014. 60.9% of registered White individuals voted in 2018 compared to 24.2% in 2014. 55.9% of registered individuals who are two or more races voted in 2018, compared to 19.4% in 2014.

When looking at this data, it is good to see that there have been increases in every racial demographic in terms of registered voters. This being said, there is more work to be done to engage everyone in every racial demographic in order to increase these numbers across the board.



Reporting

Western Washington University has not done the best it can in the past to report these plans, but this will be mended by working more with the President in order to release more university-wide emails detailing more civic events throughout the campus in order to engage students more. The plan for more civic involvement can be released & put up on the Office of Civic Engagement's website in order to make the document more accessible.