

# STATE.GOV MODERNIZATION

Bureau of International Information Programs

Sheila Campbell — Director, Office of Digital



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Cornell University  
Operations Research and  
Information Engineering

**NORA BENSON**  
The New School/  
Parsons  
Digital Design

**CLEO FORMAN**  
Pomona College  
Computer Science

**RACHEL STONE**  
Brigham Young  
University  
Political Science

# DOMESTIC IMPACT MAP

# THE PROBLEM

- The current site is not visually appealing
- Navigation is confusing
- Information is poorly structured
- The page lacks a dynamic backend

[Home](#) > [Under Secretary for Public Diplomacy and Public Affairs](#) > [Bureau of Public Affairs](#)

## Department of State by State

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The State Department benefits the American people by advancing U.S. national security, promoting our economic interests, providing services and reaffirming our country's exceptional role in the world. The map below represents just some of the direct impacts State Department programs have in American communities.



[Text Only Version](#)

- All data is the most recent available from each bureau.

FOR ADDITIONAL INFORMATION, PLEASE VISIT:

# THE PROBLEM

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- The page lacks a dynamic backend

Home > Under Secretary for Public Diplomacy and Public Affairs > Bureau of Public Affairs > Department of State by State California [Share](#)



## Diplomatic Fast Fact

California is ranked #1 in the U.S. for the number of international students in its colleges and universities.

[More»](#)

The State Department yields a large return for the American people by advancing U.S. national security, promoting our economic interests, providing services, and reaffirming our country's exceptional role in the world. Read on to learn how the work of the Department benefits this state's residents.

## JOBS AND DIPLOMACY

- The U.S. Department of State awarded \$105,000 to Leidos Corporation in San Diego in support of research developing new technologies that advance arms control, non-proliferation, and disarmament through the Verification Fund. (AVC) [More»](#)
- California hosted 35,131 foreign physicians, teachers, camp counselors, au pairs and others as part of work and study-based Exchange Visitor Program in 2016. (ECA) [More»](#)
- The Department helped facilitate Thai investment in 2013 in Overhill Farms owned by Bellisio/CP Foods with an estimated impact of \$100 million. (EAP) [More»](#)
- In June 2017, Irvine Scientific, a member of Japan's JXTG Group, announced the expansion of its Irvine offices and laboratories to meet demand for its cell culture and media reagents. (EAP) [More»](#)
- Lawrence Livermore National Laboratory received \$312,700 from the Department of State to invest in the U.S. Program of Technical Assistance to International Atomic Energy Agency (IAEA) Safeguards which funds the U.S. Support Program and provides budgetary assistance for peaceful nuclear research and development projects on technical safeguards. (ISN/MNSA) [More»](#)
- The U.S. Department of State invested \$9,099 toward a career event in Palm Desert, California to recruit Americans for International Atomic Energy Agency (IAEA) jobs. (ISN-MNSA) [More»](#)
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In This Section:

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Quick Links

Archives

Passports

Visas

Careers

Diversity Visa

Travel Advisories

Per Diem Rates

Home > Under Secretary for Public Diplomacy and Public Affairs > Bureau of Public Affairs

# Department of State by State

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## Kansas



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### Diplomatic Fast Fact

U.S. Rep. Lynn Jenkins, U.S. Rep. Kevin Yoder, Kansas Attorney General

#### JOBS AND DIPLOMACY

- Kansas hosted 1,927 foreign physicians, teachers, camp counselors, au pairs and others as part of work and study-based Exchange Visitor Program in 2016. (ECA) [More»](#)
- In FY17, Kansas-based companies received approval to export \$21,076,636 worth of defense articles and services licensed by the Department's Directorate of Defense Trade Controls. (PM) [More»](#)
- American-owned, Kansas-based Seaboard Corporation joint venture with Lesotho Flour Mills. For more information on



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[Top](#)

*All data is the most recent available from each bureau.*

# USERS

## Target

- Congress
- Staffers
- Policy researchers
- Information diplomats
- Curious public

## Needs

- Intuitive structure
- Interactive features
- Tiered information depth for different user groups
- Easily accessible data



U.S. DEPARTMENT OF STATE

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BUREAUS & OFFICES ▾



Press

Students

Employees

Businesses

Job Seekers

Travelers

ABOUT STATE

# The State Department's Domestic Impact

The State Department yields a large return for the American people by promoting our economic interests, providing services, advancing U.S. national security, and reaffirming our country's exceptional role in the world. Want to know more about how the Department of State's work benefits your state? Explore the Department of State's Domestic Impact map to learn more.

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## U.S. Impact Overview

PLAIN TEXT VERSION →

SELECT A STATE FOR STATE-SPECIFIC IMPACT



\* \* \*

### BY THE NUMBERS

**73,867,493**

U.S. jobs supported by foreign investment in 2017

**55,678**

U.S. residents travelled overseas on a State Department exchange programs in 2017

**18,613,963**

passports issued to U.S. citizens in Fiscal Year 2017

\*\*\*

# California Impact Overview

PLAIN TEXT VERSION →

← BACK TO U.S. OVERVIEW



\*\*\*  
BY THE NUMBERS

**715,800**

Californian jobs supported by foreign investment in 2017

**1,273**

California residents travelled overseas on a State Department exchange program in 2017

**2,837,901**

passports issued to California residents in Fiscal Year 2017

\*\*\*  
California Impact Highlights

ECONOMIC

EDUCATION & EXCHANGES

DIPLOMACY

TRAVEL

Economic

- The Department of State works in partnership with agencies across the federal government to eliminate trade barriers overseas and attract foreign direct investment to the United States. California exported \$171.9 billion of goods to Free Trade Agreement partners in 2017. [More](#)
- As a result of the Tripartite Economic Alliance between Auckland, Guangzhou, and Los Angeles facilitated by the U.S. Consulate General Auckland, Californian companies secured contracts worth \$22.30 million. [More](#)
- The Department of State hosted a career event in Palm Desert, California to recruit Americans for International Atomic Energy Agency (IAEA) jobs. [More](#)

CALIFORNIA FAST FACTS (PDF)

FULL CALIFORNIA FACT SHEET (PDF)

CALIFORNIA IMPACT DATA (CSV)

EXPLORE FULL CALIFORNIA IMPACT



passports issued to California residents in Fiscal Year 2017

\*\*\*

## California Impact Highlights

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**ECONOMIC**

[EDUCATION & EXCHANGES](#)

[DIPLOMACY](#)

[TRAVEL](#)

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[EXPLORE FULL CALIFORNIA IMPACT →](#)

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## Resources for U.S. Citizens

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**Careers with State**

Learn more about job opportunities at the Department of State.

[JOB OPENINGS →](#)

[LOCAL RECRUITMENT EVENTS →](#)

[DOS CAREER FORUMS →](#)

**Travel Information**

What you need to know about international travel from the U.S.

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[VISAS →](#)

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**Exchange Programs**

Find and apply for academic, cultural, sports, and professional exchanges.

[PROGRAMS & INITIATIVES →](#)

[GRANTS & RESOURCES →](#)

CIVIC  
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FELLOWSHIP

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[U.S. Foreign Trade Database](#)

 U.S. DEPARTMENT OF STATE

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EDUCATION & EXCHANGES

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[EXPLORE FULL CALIFORNIA IMPACT →](#)

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**CIVIC**   
**DIGITAL**   
**FELLOWSHIP** 

U.S. DEPARTMENT OF STATE

POLICY ISSUES COUNTRIES & REGIONS ABOUT STATE BUREAUS & OFFICES

← BACK TO DOMESTIC IMPACT MAP

ABOUT STATE

# California Impact

[CALIFORNIA FAST FACT SHEET \(PDF\)](#)  
[FULL CALIFORNIA FACT SHEET \(PDF\)](#)  
[CALIFORNIA IMPACT DATA \(CSV\)](#)



NORTHWEST CA DIPLOMAT IN RESIDENCE  
Dorothy Ngutter

SOUTHERN CA DIPLOMAT IN RESIDENCE  
Roberta S. Jacobson

\*\*\*

## BY THE NUMBERS

**715,800**

Californian jobs supported by foreign investment in 2017

**1,273**

California residents traveled overseas on a State Department exchange program in 2017

**2,837,901**

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## Impact in Depth

Economic

\* \* \*

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#### Impact in Depth

##### Economic

- The Department of State, in partnership with agencies across the federal government, creates jobs for American workers by opening markets and eliminating trade barriers overseas and by attracting foreign direct investment to the United States. In 2017, goods exports from California totaled over \$171.9 billion, \$68.2 billion of which were exported to Fair Trade Agreement Partners. [More](#)
- As a result of the Tripartite Economic Alliance between Auckland, Guangzhou, and Los Angeles facilitated by the U.S. Consulate General Auckland, Californian companies secured contracts worth \$22.30 million. [More](#)
- The Bureau of International Security and Nonproliferation hosted a career event in Palm Desert, California to recruit Americans for International Atomic Energy Agency (IAEA) jobs. [More](#)
- The Bureau of East Asian and Pacific Affairs facilitated Thai investment in 2013 in Overhill Farms owned by Bellisio/CP Foods with an estimated impact of \$100 million. [More](#)
- Following advocacy by the American Institute in Taiwan, a San Diego-based company won a \$30 million contract to provide defense training. [More](#)
- The Bureau of International Information Programs' U.S. Speaker Program enabled Terry Jones, founder of Kayak.com and Traveleytic.com, to engage with Qatari entrepreneurs and connect them with business incubators in Silicon Valley, leading to expressed interest by one corporation in a \$1M USD investment in two tourism startups. [More](#)
- The Bureau of Political-Military Affairs' Directorate of Defense Trade Controls approved the exportation of more than \$8.7B USD worth of defense articles and services by California-based companies in Fiscal Year 2017. [More](#)
- The Bureau of Political-Military Affairs' Foreign Military Sales program approved several Californian companies for domestic defense equipment and services sales totaling \$171M USD. [More](#)

##### Education & Exchanges

- As California's 2017 Diplomats-in-Residence Dorothy Ngutter (Northwest) and Heather Joy Thompson, (Southern) provided guidance and advice about Department of State careers to students, professionals and interested community members.
- In the academic year 2016-17, the Bureau of Education and Cultural Affairs enabled 159,879 international higher education students to study in California contributing part of an estimated \$5.2 billion to the California economy.
- In 2017, the Bureau of Education and Cultural Affairs awarded Fulbright scholarship funding to 164 Californian scholars, students, and

# STRUCTURED BACKEND

- Easy for content managers to maintain
- Central source for data displayed on multiple related pages

State	Alabama	Alaska	Arizona
<b>Jobs and Diplomacy &gt; Economic</b>			
Defense articles approved for export FY17, USD	\$ 123,091,524	\$ 3,225,929	\$ 233,405
Goods exports (billions USD), 2017	21.7	4.9	9.1
Jobs from exports, 2016	98000	37100	91000
jobs supported by foreign direct investment (2015)	97200	17400	100000
<b>Education</b>			
Hosted by Exchange Visitor Program, 2016	2341	2429	2400
Fulbright Awards from state, 2017-18	27	1	20
Fulbright Awards to state, 2017-18	25	2	20
International Students Abroad in __, 2016-17	9549	419	2000
Impact of Intl Students (millions USD), 2015-16	\$ 220.6	\$ 12.6	\$ 6.0
Exchange Visitors from Overseas, 2015	176	142	100
Residents overseas with ECA exchange, 2015	124	98	100
<b>Travel and Security &gt; Travel</b>			
Passports Issued, FY2017	141,360	55,608	25000
Passport Application Acceptance Facilities	89	44	20
Visas Issued to Children Adopted by U.S. Citizen:	137	14	20
Refugee Arrivals, FY2017	63	70	20
Alternative data points, from convo with Andy:			
Points of contact at academic institutions			

# IMPACT

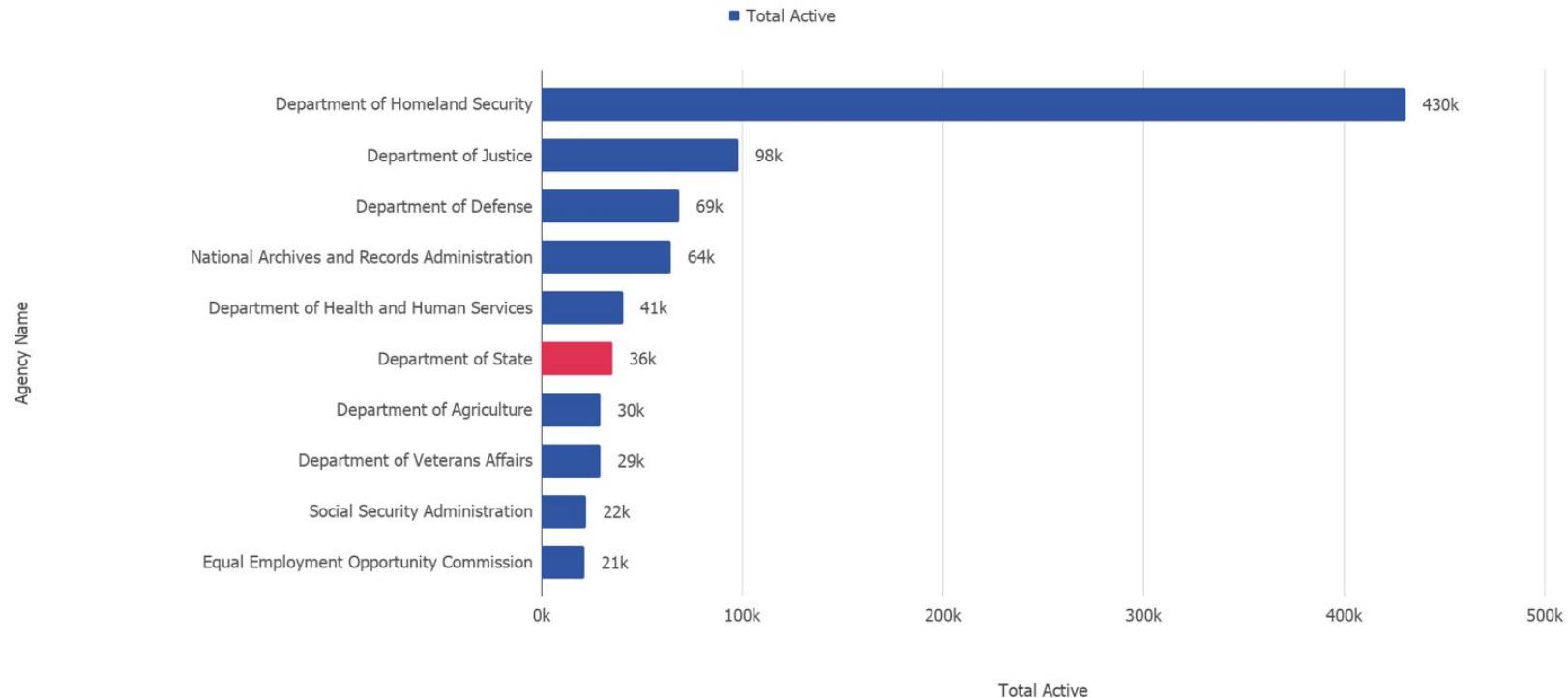
- State.gov will launch with a modern, interactive, and informative tool that receives over 70,000 visits per year
- Bureaus now have a writing guide setting a standard for powerful content
- Congressional staff and representatives at all levels will have an easy way to learn and to disseminate valuable information about the impact of the State Department at home

# PUBLIC TRANSPARENCY

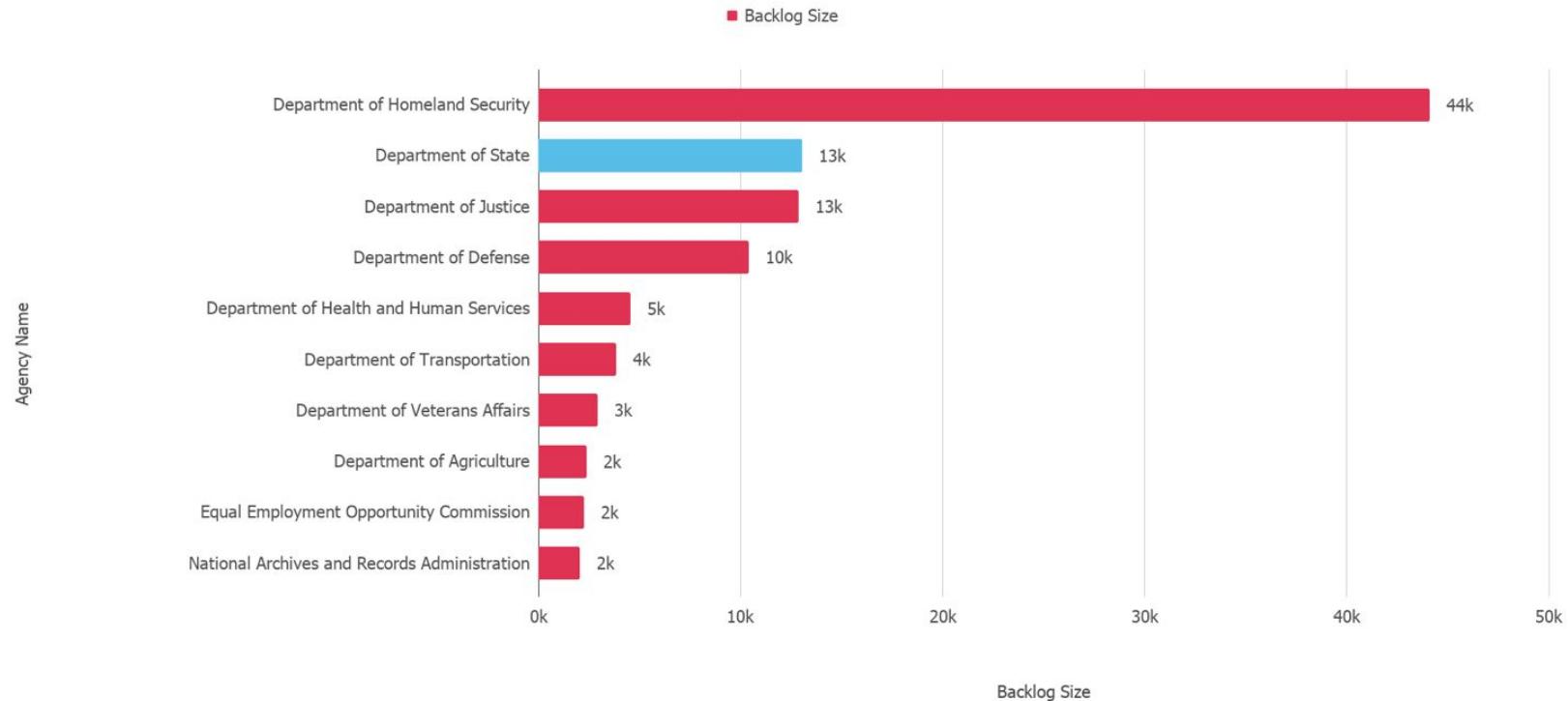
# MOTIVE

- Curate up-to-date resources to enlighten and engage the public in DoS's work, roles, and impact
  - Current resources scattered
  - Pages exist simply to state regulatory compliance
  - Broken links
- Important to show that DoS is proactively accessible and works on the American public's behalf

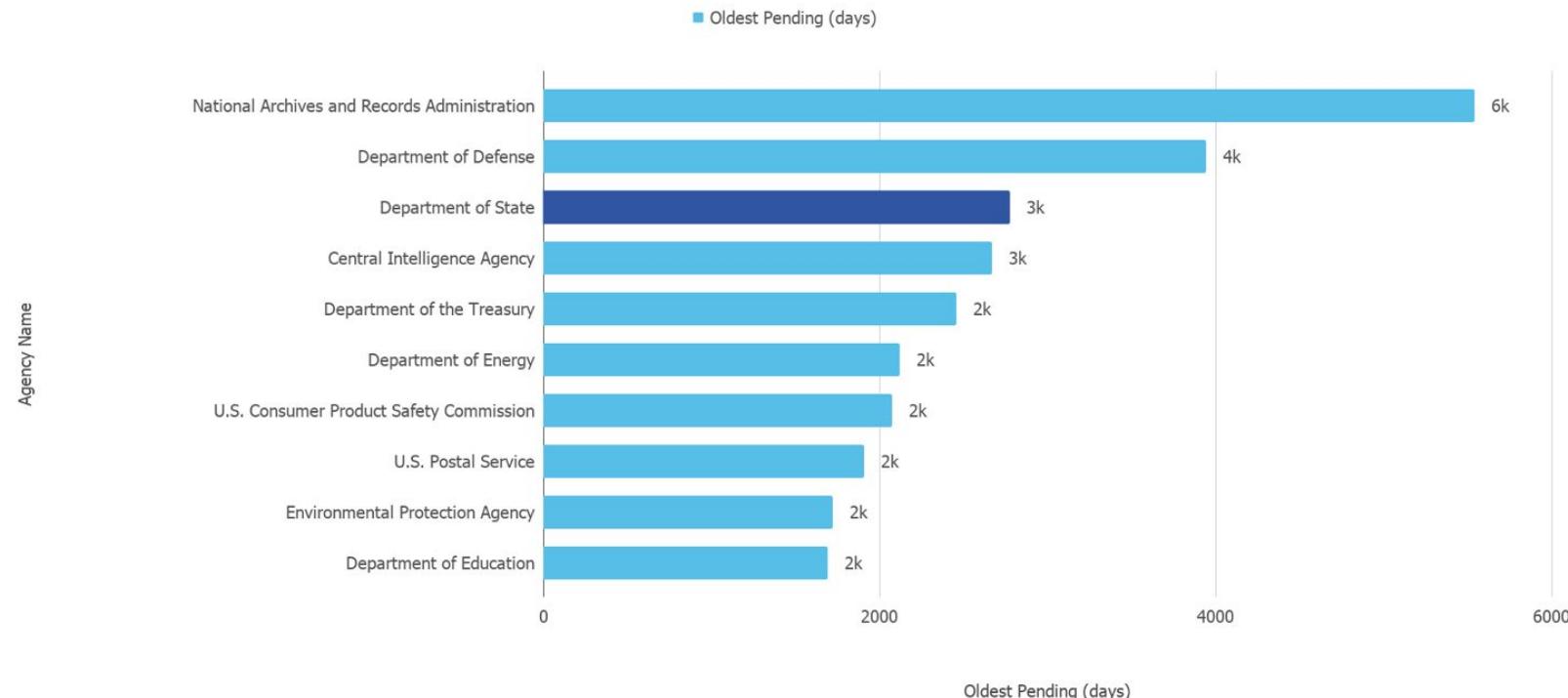
## Top 10 Agencies with Highest Total Active FOIA Requests

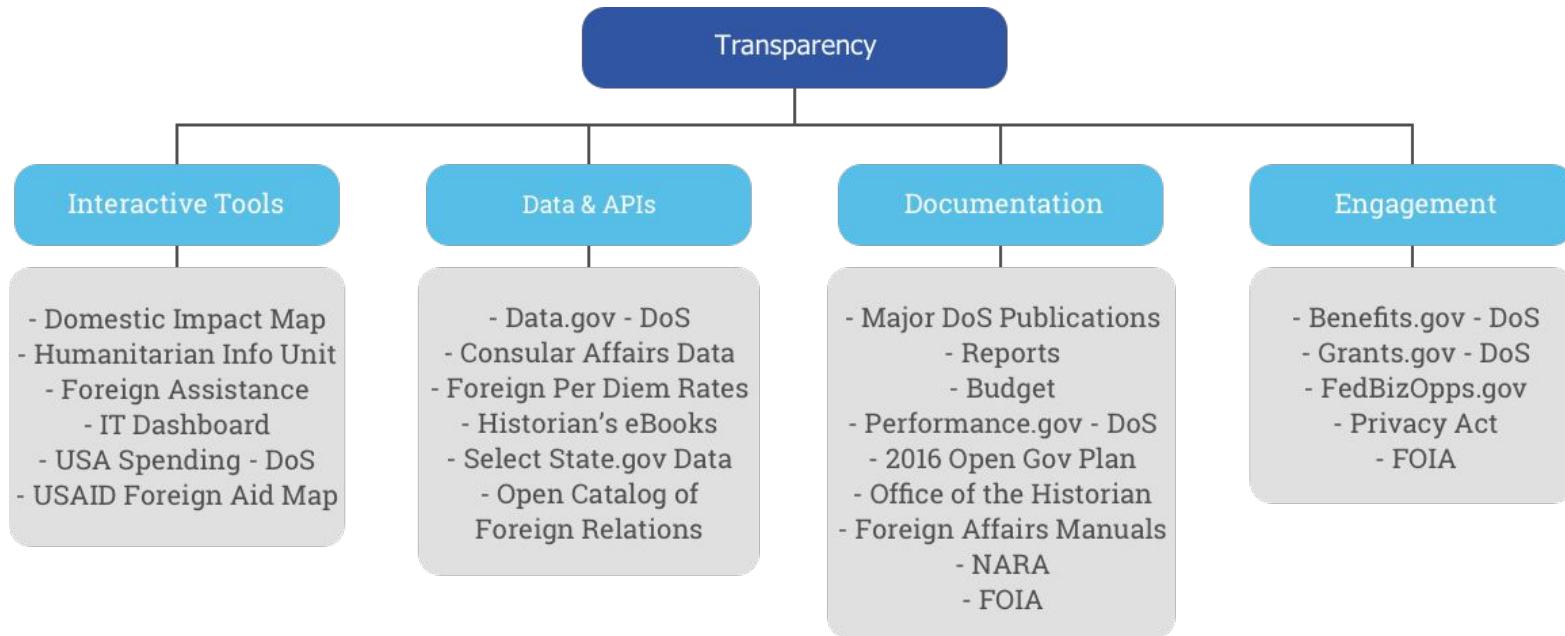


## Top 10 Agencies with Greatest Backlogs



## Top 10 Agencies with Oldest Pending FOIA Requests







U.S. DEPARTMENT OF STATE

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ABOUT THE U.S. DEPARTMENT OF STATE



# Public Transparency at the U.S. Department of State

The Department of State is responsible for carrying out the nation's foreign policy and representing the United States abroad. Engaging with and informing American people is essential to the work it does on their behalf. Explore these resources to become familiar with its work and impact.



## INTERACTIVE TOOLS





## INTERACTIVE TOOLS



### Humanitarian Information Unit

Explore featured products and datasets published by the HIU.



### Domestic Impact Map

Learn more about the Department of State's impact in your state.



### ForeignAssistance.gov Foreign Assistance Explorer

See how the U.S. government invests in countries around the world.



### IT Spending Dashboard

Learn more about the Department of State's IT spending.



### U.S. Agency Spending Explorer

Understand the big picture of federal spending through this data visualization.



### USAID Foreign Aid Explorer

Explore U.S. foreign assistance through time in this interactive website.



## DATA & API RESOURCES

### Data.gov Data Sets

The State Department uses Data.gov to share datasets on topics ranging from Global Economic Indicators to Visa Issuances.

[READ MORE →](#)

### Study Abroad Data

Browse a decade of Open Doors data on international students and scholars and U.S. students studying abroad.

[READ MORE →](#)

### Foreign Per Diem Rates

Information on maximum dollar rates for reimbursement of U.S. Government civilians traveling on official business in foreign areas.

[READ MORE →](#)

### Consular Affairs Reports and Statistics

The Bureau of Consular Affairs maintains data on international travel, adoption, and crime.

[READ MORE →](#)

### Select State.gov Data API

The Select State.gov Data (SSD) API is a REST-based API for accessing the content and metadata posted on [www.state.gov](http://www.state.gov).

[READ MORE →](#)

### Office of the Historian eBook Catalog API

To improve access to data and encourage innovation, the Office of the Historian Ebook Catalog is open to the public via API.

[READ MORE →](#)



## REPORTS & DOCUMENTATION

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## REPORTS & DOCUMENTATION

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### Major State Department Publications

The Department of State publishes a large volume of reports, statements, and releases on foreign affairs issues as well as information on Department service. The Department maintains a listing of the primary reports and major resources.

[International Religious Freedom Reports](#)

[Advancing Freedom and Democracy Reports](#)

[Human Rights Reports](#)

[Trafficking in Persons Reports](#)

[Narcotics Control Strategy Report](#)

[Country Reports on Terrorism](#)

[VIEW FULL COLLECTION →](#)

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### Plans, Performance, and Budgets

The Department of State maintains a page featuring quick links to the most recently published Department of State performance-related plans and reports, budget documents, and Agency Financial Reports.

[Congressional Budget Justification](#)

[Agency Financial Report](#)

[Department of State and USAID Joint Strategic Plan](#)

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INQUIRE FURTHER

Have questions or suggestions for  
our featured services?

If you have ideas for resources you'd like us to make available, we'd really  
like to hear from you! Send us your ideas, comments, or questions.

[CONTACT US →](#)

Can't find the information you're  
looking for?

If you are unable to find the information you are looking for online, you  
may wish to file a request for Department of State records. Information  
may be requested through the Freedom of Information Act (FOIA),  
Personal Records, or Visa Records portals. You may also request  
Mandatory Declassification Review (MDR). You are encouraged to learn  
more about these programs prior to making a request.

[LEARN MORE →](#)

OPPORTUNITIES FROM THE  
DEPARTMENT OF STATE

# IMPACT

- DoS now has structured data about transparency, contextualizing the situation and highlighting its importance
- The American public can know that they have a State Department that proactively demonstrates its commitment to transparency

Agency Name	Total Active	Backlog Size
National Archives and Records Administration	64494	2061
Department of Defense	68665	10383
<b>Department of State</b>	<b>35540</b>	<b>13021</b>
Central Intelligence Agency	4041	1757
Department of the Treasury	14087	1094
Department of Energy	2611	287
U.S. Consumer Product Safety Commission	877	185
U.S. Postal Service	3302	39
Environmental Protection Agency	13597	1891
Department of Education	3422	618
Department of Homeland Security	430364	44117
Department of Health and Human Services	40744	4545
Federal Election Commission	206	60
Department of Justice	98320	12863
Department of Transportation	20041	3847
Department of Veterans Affairs	29299	2916
Department of Labor	17425	594
Department of Commerce	2679	304
Department of Agriculture	29561	2371
Office of Special Counsel	379	205
National Transportation Safety Board	1299	819
Office of the Director of National Intelligence	778	359
U.S. Agency for International Development	673	326

# AUDIENCE PAGES

# INTEGRATION

- Top bar above all state.gov pages will contain links to landing pages for specific audiences
- Each landing page is a set of resources curated to their needs



ABOUT ▾ WHAT WE DO ▾ P

- Advisory Groups
- Agency Financial Reports
- American Foreign Service Association
- Biographies
- Budget
- Bureaus and Offices
- Department of State by State Map
- Deputy Secretary of State
- Inspector General Hotline
- No FEAR Act
- Open Government Initiative
- Organization Chart
- Partner With State
- Plans, Performance, Budgets
- QDDR
- Rules and Info Collection
- U.S. Embassies and Other Posts
- Vision and Mission Statements

CAREERS EDUCATION & EXCHANGES

- Civil Service Officer
- Consular Fellows Program
- Foreign Service Officer
- Foreign Service Specialist
- International Organizations
- Student Programs
- USAJobs: Working for America
- Diplomatic History
- Discover Diplomacy
- Exchange Visitor Program
- Fulbright Program
- Global Youth Issues
- Office of Overseas Schools
- U.S. Diplomacy Center
- Youth Exchange Programs

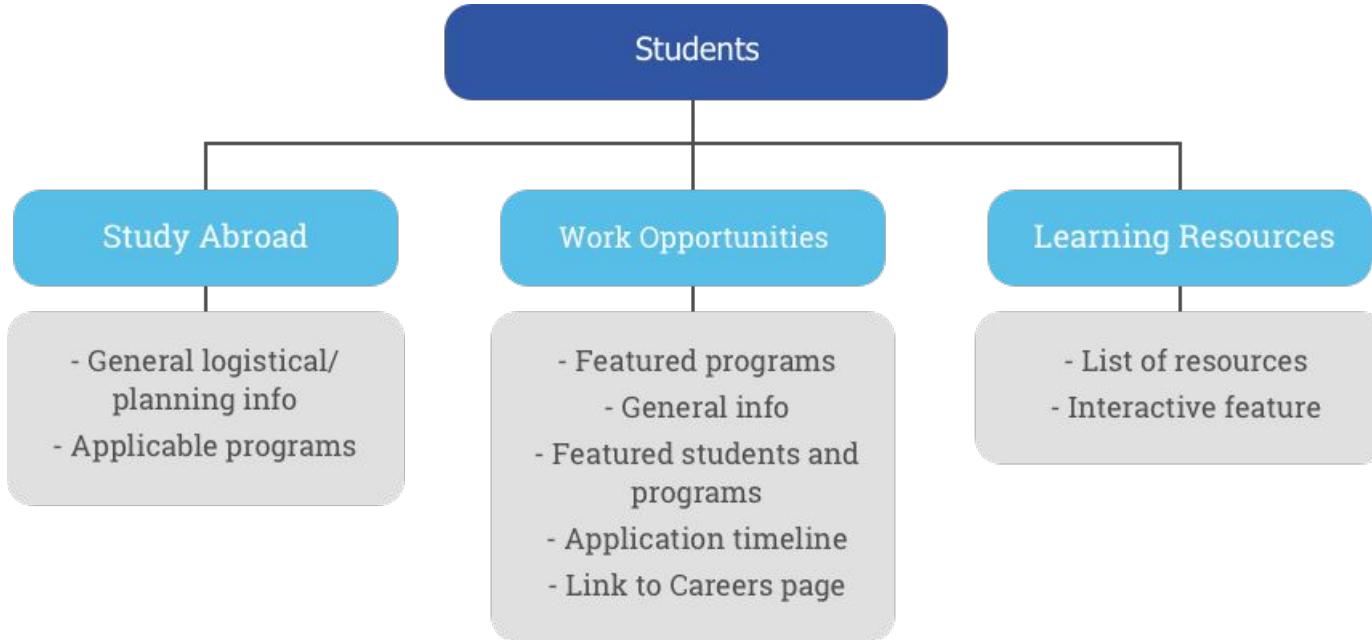
 **FULBRIGHT SCHOLAR PROGRAM**  
A program of the United States Department of State  
Bureau of Educational and Cultural Affairs

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- U.S. Scholars
- U.S. Institutions
- Visiting (Non-U.S.) Scholars
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## Information for Students



The State Department offers a variety of opportunities for students to **learn**, **work**, and **travel**.

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### Learn

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Explore learning resources on diplomacy and American English.

[DISCOVER DIPLOMACY](#)

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### Work

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Learn more about internship and career opportunities.

[VIRTUAL INTERNSHIPS](#)

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### Travel

---

Apply for exchanges and prepare for travel and study abroad.

[DOS FUNDED EXCHANGE PROGRAMS](#)



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Explore learning resources on diplomacy and American English.

[DISCOVER DIPLOMACY →](#)

[HISTORY OF U.S. FOREIGN AFFAIRS →](#)

[NEGOTIATION SIMULATIONS →](#)

[LEARN AMERICAN ENGLISH →](#)

### Work

Learn more about internship and career opportunities.

[VIRTUAL INTERNSHIPS →](#)

[INTERNS IN DC OR ABROAD →](#)

[RECENT GRAD PROGRAMS →](#)

[CAREERS AT STATE →](#)

### Travel

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< 01 of 20 >

### 100 Years Since Mandela's Birth

This year's Mandela Washington Fellows celebrate Nelson Mandela's legacy while admiring his statue at the Embassy of South Africa in Washington, DC. This experience was made possible through the flagship program of the Young African Leaders Initiative (YALI), The Mandela Fellowship for Young African Leaders.

LEARN MORE ABOUT YALI PROGRAMS →

# IMPACT

- IIP now has content strategy plans for top-level pages that previously fell outside the scope of the redesign contract
- A user research framework has been delivered and will inform the process of continuous improvement on the audience pages
- Students, press, travellers, DoS employees, businesses, and job seekers now have consolidated resources on state.gov

# RECAPITULATION

- Designed, prototyped, and built an interactive data tool that serves over 70,000 congressional staffers, information diplomats, and members of the public
- Led the effort to show that DoS is a proactively transparent entity in serving the interests of American citizens
- Made useful, intuitively navigable spaces on state.gov for the State Department's heaviest users
- Had fun

# MADE POSSIBLE BY

Celia Lee

Sheila Campbell

Maureen

The IIP Design Team

Jane Chun

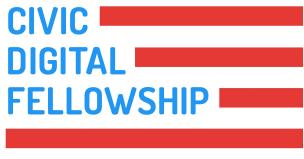
Chris Kuang

Andre Goodfriend

Deloitte

Karen Mummaw

SA-05 Security



# SALAMAT PO

¡GRACIAS!

THANKS!



谢谢

شکرا