

# Leveraging **Grammarly** for enhanced productivity in Ombudsman Institutions



# Welcome

- Grammarly can be a transformative tool in enhancing productivity within your organizations
- Specifically, we will explore its applications across various functions, with a keen focus on how it can elevate the quality of investigation reports



# Introduction

- AORC's role
- Effective communication in training, research, and advocacy is vital
- Grammarly is an advanced writing assistant tool



# Applications across functions



- **1. Promoting the Study of Ombudsman Activities**
- Grammarly ensures clear communication, fostering a deeper understanding of obligations and problems within the Ombudsman field.
- **2. Training, Seminars, and Short Courses**
- Simplify creation of well-structured and error-free training materials, enhancing the learning experience for participants.
- **3. Establishing Standing Committees**
- Facilitate collaborative writing, ensuring accuracy and consistency in Ombudsman-related content.
- **4. Publication of Papers and Journals**
- Advanced proofreading elevates the quality and impact of publications, from occasional papers to Ombudsman profiles.



# Applications across functions



- **5. Information Dissemination and Communication Strategy**
- Grammarly aids in crafting a communication strategy, maintaining professional standards for Best Practice Briefs and online presence.
- **6. Capacity Building through Training Materials**
- Contribute to the creation of training materials with impeccable language quality, supporting educational initiatives from basic guidelines to accredited coursework.
- **7. Advocacy for Ombudsman Offices**
- Grammarly ensures outreach materials are polished and compelling, aligning with your advocacy efforts for independence, effective structure, and adequate resources.

**Adjust settings** ✕

You can manage suggestions, such as your preference for the Oxford comma.

**Next**

can effect your credibility. The same goes for misused commas, and other types of punctuation. Not only will Grammarly underline these issues in red, it will also showed you how to correctly write the sentence.

Underlines that are blue indicate that Grammarly has spotted a sentence that is unnecessarily wordy. You'll find suggestions that can possibly help you revise a wordy sentence in an effortless manner.

### But wait...there's more?

Grammarly Premium can give you very helpful feedback on your writing. Passive voice can be fixed by Grammarly, and it can handle classical word-choice mistakes. It can also help with inconsistencies such as switching between e-mail and email or the U.S.A. and the USA.

#### 25 All suggestions

##### ✨ Accept 5 suggestions at once

~~Mispellings~~ Misspellings

errors can ~~effect~~ affect

for misused commas,

in red, but

will also ~~showed~~ show

**Accept all 5** Dismiss

• Mispellings · Correct your spelling

• effect · Correct your spelling

• commas, · Remove the comma

• punctuation . · Remove a space

• , · Add the word(s)

HIDE ASSISTANT >>

60 Overall score >

Goals >

All suggestions

Correctness

Clarity

Engagement

Delivery

Style guide

Plagiarism

## The basics

Mispellings and grammatical errors can go for misused commas, and other t Grammarly underline these issues in re correctly write the sentence.

Underlines that are blue indicate that that is unnecessarily wordy. You'll find you revise a wordy sentence in an effo

## But wait...there's more?

Grammarly Premium can give you very Passive voice can be fixed by Gramma word-choice mistakes. It can also help switching between e-mail and email o



### Set goals

Get tailored writing suggestions based on your goals and audience.

#### Domain

Academic Business **General** Email Casual Creative

General (default): Applies most rules and conventions with medium strictness.

#### Intent

Inform Describe Convince Tell A Story

Experimental. What are you trying to do? This helps us build new suggestions and won't affect your feedback today.

#### Audience

General **Knowledgeable** Expert

Knowledgeable (default): Requires focus to read and understand.

#### Formality

Informal **Neutral** Formal

Neutral (default): Restricts slang but allows standard casual expressions.

Show Set Goals when I start a new document

Reset to defaults

Done



60 Overall score >

Goals >

All suggestions

Correctness


Clarity

Engagement

Delivery






Style guide ✓

Plagiarism






 **DUSTY-LEE DONNELLY**  
donnellyd@ukzn.ac.za

---

MY ACCOUNT

-  Account Settings
-  Writing Progress BETA
-  **Customize**
-  Subscription
-  Security

UNIVERSITY OF KWAZULU-NATAL

-  Analytics
-  Style Rules
-  Snippets
-  Brand Tones
-  Support ...

# Customize

Dictionary Language Writing Preferences Features

## Language Settings

Tailor writing suggestions to your personal language background.

### Primary Language

Select your primary language. ⓘ

### Dialect

I write in

### Fluency Assistance

I want fluency assistance

Enable writing suggestions to sound more fluent in English.



**DUSTY-LEE DONNELLY**

donnellyd@ukzn.ac.za

MY ACCOUNT

Account Settings

Writing Progress **BETA**

Customize

Subscription

Security

UNIVERSITY OF KWAZULU-  
NATAL

Analytics

**Style Rules**

Snippets

Brand Tones

Support

...

# University of KwaZulu-Natal Style Guide **INACTIVE**

**This rule set is a customized list of style rules assigned by your administrator.** ✕

Rules are based on commonly used terms and phrases that are important to get right. They will appear as real-time writing suggestions to help you communicate consistently and in the style of your organization.

## Style Rules

Columns ▾

Original text ⓘ



Rule ⓘ



Explanation ⓘ



AcmeCo

→ AcmeCo

**SAMPLE**Always capitalize the company nam... ▸

net-net

→ ultimately

**SAMPLE**Try to avoid jargon that not everyo... ▸

QoS

→ quality of service

**SAMPLE**Most customers don't understand t... ▸

ni

Create snippet

Characters: 21

Snippet name

Signature

Characters: 4892

Snippet content

H1 H2 **B** *I* U Link

- 

- 

~~X~~

**Signature**

(Name)

(Position)

The African Ombudsman Research Centre

(Address)

(Contact details)

Website link

Save

Create snippet

Create collection

tences, and

nippets to

## The basics

Mispellings and grammatical errors can effect y  
oes for misused commas, and other types of p  
Grammarly underline these issues in red, it will a  
correctly write the sentence.

Underlines that are blue indicate that Grammar  
that is unnecessarily wordy. You'll find suggesti  
ou revise a wordy sentence in an effortless ma

## But wait...there's more?

Grammarly Premium can give you very helpful fe  
passive voice can be fixed by Grammarly, and it  
word-choice mistakes. It can also help with incor  
switching between e-mail and email or the U.S.

### Performance

Text score: 60 out of 100. This score represents the quality of writing in this document. You can increase it by addressing Grammarly's suggestions.



### Word count

Characters	<b>1,075</b>	Reading time	<b>41 sec</b>
Words	<b>174</b>	Speaking time	<b>1 min 20 sec</b>
Sentences	<b>13</b>		

### Readability

Metrics compared to other Grammarly users

Word length	<b>5</b>		Above average
Sentence length	<b>13.4</b>		Above average
Readability score	<b>57</b> ⓘ		

Your text is likely to be understood by a reader who has at least a 9th-grade education (age 15). Aim for the score of at least 60-70 to ensure your text is easily readable by 80% of English speakers.

[DOWNLOAD PDF REPORT](#)

[Close](#)

60 Overall score >

Goals >

All suggestions

Correctness

Clarity

Engagement

Delivery

Style guide

Plagiarism

# Quality Enhancement in Investigation Reports



1. **Clarity and Consistency:** Ensure reports are written with clarity, reducing the risk of misinterpretation.
2. **Error-Free Writing:** Detect and correct grammatical errors, typos, and punctuation issues for a distraction-free reading experience.
3. **Writing Style Enhancement:** Improve writing style for engaging and accessible reports.
4. **Time Efficiency:** Speed up the editing process, allowing investigators to focus on the substance of their reports.
5. **Professional Tone:** Maintain a professional and impartial tone, aligning with ombudsman standards.

6. Consistent Terminology: Use Grammarly to ensure consistency in the use of terms and jargon throughout reports.

7. Collaborative Editing: Leverage Grammarly's collaborative features for unified and polished final documents.

8. Enhanced Readability: Analyze sentence structure to enhance overall readability.

9. Customizable Writing Goals: Set custom goals to adhere to the unique requirements of your institution.

10. Comprehensive Writing Insights: Utilize Grammarly's insights feature for a data-driven approach to continuous improvement.



# Closing



- There are multifaceted benefits of Grammarly across all Ombud functions.
- Encourage integration into daily workflows for heightened productivity.

Thank-you