First-Level Heading, 18-pt. Arial Bold (indent 1.5”)

Body text is set in 12 pt. Times New Roman (indented 2” from left). Single-space body text. Skip two lines after L1 headings, one line after L2 and L3 headings. Skip two lines at the end of each section.

Second-Level Heading, 14-pt. Arial Bold (indent 2”)

Format visuals consistently as well, in terms of approximate size and page alignment (the example below is centered). All visuals should include a caption that includes a title (“Figure 1”), a title (“Clicks Per Task”), and a description (“Users had . . .”). Remember to always explain the significance of the visual in the text and include a reference (e.g., “As Figure 1 shows”) to the specific figure or table.

![Clicks Per Task](image)

Figure 1. Clicks Per Task. Users had the most difficulty with Task 2, ordering tickets, which averaged 5.4 clicks to complete the task. Skip two lines after a visual.

Third-Level Headings, 12-pt. Times New Roman Bold

Avoid “stacked headings,” which are two levels of headings without text intervening between the two headings. If you have stacked headings, it is a sign you’re not providing transitions between sections in the form of section summaries.

Fourth-Level Headings (12-pt TNR italics). L4 headings lead into a paragraph.