

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
Civil Action# 16-CV-00221

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[REDACTED] RMD) (FBI)

From: [REDACTED] (DO) (FBI)
Sent: Tuesday, November 17, 2015 5:10 PM
To: [REDACTED] (KC) (FBI)
Subject: Info on CVE website
Attachments: CVE Website Survey_Draft 2.docx; File Published!

Hi [REDACTED] Now that the Director's visit is behind you, I wanted to send some additional items related to the CVE website.

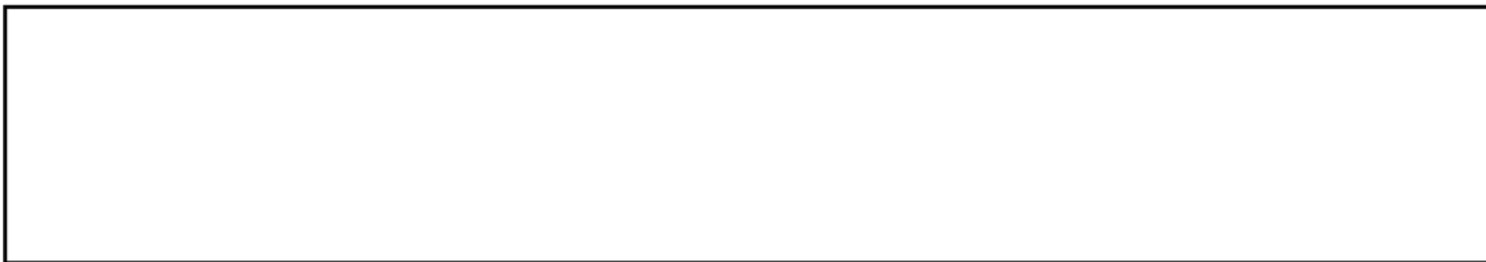
b6
b7C

I've attached a couple things:

- Survey for soliciting feedback
- Slide deck for brief overview of the site (link in the attached e-mail). You should copy this presentation because it's just on our temporary file sharing site and will disappear after a bit. If the link doesn't work, let me know.
- URL and login information (please do not share)
 - o URL: <https://cve.fbi.gov>
 - o Username: [REDACTED]
 - o Password: [REDACTED]

This is a press statement we are working on for when we launch the website. We have **not** provided to media at this point, pending any edits. Please coordinate with [REDACTED] in the Press Office on any press inquiries. We're looking at requests on a case by case basis.

b5



"Don't Be a Puppet" Website Survey

1. Do you think the material in the website is at the appropriate level for high school students?

Circle One: Yes or No

If not, please explain. _____

2. Which section or topic did you find *most* and *least* effective and why?

Most effective and why: _____

Least effective and why: _____

3. Did you find anything inaccurate or offensive in the website? If so, what?

4. Do you think any information is lacking or requires additional clarification? If so, what?

5. How would you rate the visual appeal and design of the website?

(low) 1 2 3 4 5 6 7 8 9 10 (high)

Do you have any suggestions for improvement?

6. Would you recommend the CVE website to high schools as an awareness mechanism to help students and communities?

Circle One: Yes or No

If not, please explain.

7. How would you market or socialize the website to high school students, parents, and/or faculty on a National Level?

Thank you for your input!

[REDACTED] RMD) (FBI)

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From: [REDACTED] (DO) (FBI)
Sent: Monday, November 16, 2015 11:01 AM
To: [REDACTED] (OPE) (FBI); [REDACTED] (DO) (FBI); [REDACTED] (FD) (FBI); [REDACTED] (OPE) (FBI)
Subject: RE: Puppet timeline

I think we might as well give the DOJ folks a few more days to pull their comments together. We'll be waiting on the field focus groups feedback anyway.

The field focus groups should be done by early December, so we may be able to launch the site a week sooner (depending on how much work is involved in making the desired edits.) I'll keep everyone informed as the field offices finalize their plans.

Also, we should meet with OCA to discuss plans for congressional briefings and then plug that into our timeline.

From: [REDACTED] (OPE) (FBI)
Sent: Monday, November 16, 2015 10:52 AM
To: [REDACTED] (DO) (FBI); [REDACTED] (DO) (FBI); [REDACTED] (FD) (FBI); [REDACTED] (OPE) (FBI); [REDACTED] (CG) (FBI)
Subject: Puppet timeline

[REDACTED]
Per our discussion, here is a proposed [REDACTED]

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[Redacted]

Thoughts?

This can be revised as necessary, but allows all reviews to be completed by Mid December and final development can be completed.

[Redacted]
Supervisory Intelligence Analyst
Countering Violent Extremism Office
Federal Bureau of Investigation
[Redacted]

[REDACTED] (RMD) (FBI)

From: [REDACTED] (DO) (FBI)
Sent: Friday, November 13, 2015 5:15 PM
To: [REDACTED] (PG) (FBI)
Subject: Infor for website focus group
Attachments: CVE Website Survey_Draft 2.docx; File Published!

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[REDACTED] here are a few things that might be helpful. I sent the FAQs on the high side.

- Survey for soliciting feedback
- Slide deck for brief overview of the site (link in the attached e-mail). You should copy this presentation because it's just on our temporary file sharing site and will disappear after a bit. If the link doesn't work, let me know.
- URL and login information (please do not share)
 - o URL: <https://cve.fbi.gov>
 - o Username [REDACTED]
 - o Password [REDACTED]

This is a press statement we are working on for when we launch the website. We have **not** provided to media at this point, pending any edits. Please coordinate with [REDACTED] in the Press Office on any press inquiries.

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"Don't Be a Puppet" Website Survey

1. Do you think the material in the website is at the appropriate level for high school students?

Circle One: Yes or No

If not, please explain. _____

2. Which section or topic did you find *most* and *least* effective and why?

Most effective and why: _____

Least effective and why: _____

3. Did you find anything inaccurate or offensive in the website? If so, what?

4. Do you think any information is lacking or requires additional clarification? If so, what?

5. How would you rate the visual appeal and design of the website?

(low) 1 2 3 4 5 6 7 8 9 10 (high)

Do you have any suggestions for improvement?

6. Would you recommend the CVE website to high schools as an awareness mechanism to help students and communities?

Circle One: Yes or No

If not, please explain.

7. How would you market or socialize the website to high school students, parents, and/or faculty on a National Level?

Thank you for your input!

[redacted] (RMD) (FBI)

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From: [redacted] (DO) (FBI)
Sent: Tuesday, November 10, 2015 4:54 PM
To: [redacted] (PX) (FBI)
Subject: CVE Website
Attachments: CVE Website Survey_Draft 2.docx; File Published!

[redacted]
Following up on our discussion, here are a few things that might be helpful. We should have the PAG done shortly.

- Survey for soliciting feedback
- Slide deck for brief overview of the site (link in the attached e-mail). You should copy this presentation because it's just on our temporary file sharing site and will disappear after a bit. If the link doesn't work, let me know.
- URL and login information (please do not share)
 - o URL: <https://cve.fbi.gov>
 - o Username: [redacted]
 - o Password: [redacted]

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Many thanks,

"Don't Be a Puppet" Website Survey

1. Do you think the material in the website is at the appropriate level for high school students?

Circle One: Yes or No

If not, please explain. _____

2. Which section or topic did you find *most* and *least* effective and why?

Most effective and why: _____

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Do you have any suggestions for improvement?

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Circle One: Yes or No

If not, please explain.

7. How would you market or socialize the website to high school students, parents, and/or faculty on a National Level?

Thank you for your input!

[redacted] RMD) (FBI)

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From: [redacted] (DO) (FBI)
Sent: Tuesday, November 10, 2015 11:34 AM
To: [redacted] (DE) (FBI)
Subject: Login information for website

Here is the login information. The full name of the website is "Don't be a Puppet: Pull Back the Curtain on Violent Extremism." Thanks for taking a look.

- URL and login information (please do not share)
 - o URL: <https://cve.fbi.gov>
 - o Username: [redacted]
 - o Password: [redacted]

[REDACTED] (RMD) (FBI)

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From: [REDACTED] (DO) (FBI)
Sent: Monday, November 09, 2015 5:07 PM
To: [REDACTED] (HO) (FBI)
Subject: Items for focus group
Attachments: CVE Website Survey_Draft 2.docx; File Published!

Following up on our discussion, here are a few things that might be helpful. We should have the PAG done shortly.

- Survey for soliciting feedback
- Slide deck for brief overview of the site (link in the attached e-mail)
- URL and login information (please do not share)
 - o URL: <https://cve.fbi.gov>
 - o Username: [REDACTED]
 - o Password: [REDACTED]

"Don't Be a Puppet" Website Survey

1. Do you think the material in the website is at the appropriate level for high school students?

Circle One: Yes or No

If not, please explain. _____

2. Which section or topic did you find *most* and *least* effective and why?

Most effective and why: _____

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5. How would you rate the visual appeal and design of the website?

(low) 1 2 3 4 5 6 7 8 9 10 (high)

Do you have any suggestions for improvement?

6. Would you recommend the CVE website to high schools as an awareness mechanism to help students and communities?

Circle One: Yes or No

If not, please explain.

7. How would you market or socialize the website to high school students, parents, and/or faculty on a National Level?

Thank you for your input!

[redacted] (RMD) (FBI)

From: [redacted] DO) (FBI)
Sent: Monday, November 09, 2015 5:06 PM
To: [redacted] (SL) (FBI)
Subject: Focus group survey
Attachments: CVE Website Survey_Draft 2.docx; File Published!

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Following up on our discussion, here are a few things that might be helpful. We should have the PAG done shortly.

- Survey for soliciting feedback
- Slide deck for brief overview of the site (link in the attached e-mail)
- URL and login information (please do not share)
 - o URL: <https://cve.fbi.gov>
 - o Username: [redacted]
 - o Password: [redacted]

"Don't Be a Puppet" Website Survey

1. Do you think the material in the website is at the appropriate level for high school students?

Circle One: Yes or No

If not, please explain. _____

2. Which section or topic did you find *most* and *least* effective and why?

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Circle One: Yes or No

If not, please explain.

7. How would you market or socialize the website to high school students, parents, and/or faculty on a National Level?

Thank you for your input!

[REDACTED] RMD) (FBI)

From: [REDACTED] (DO) (FBI)
Sent: Wednesday, November 04, 2015 4:08 PM
To: [REDACTED] (DO) (FBI); Kortan, Michael P. (DO) (FBI)
Subject: Fwd: "Don't Be A Puppet"

What is your position on field offices scheduling briefings with community contacts prior to our launch?

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----- Original message -----

From: [REDACTED] (SL) (FBI)" [REDACTED]
Date: 11/04/2015 4:00 PM (GMT-05:00)
To: [REDACTED] (DO) (FBI)" [REDACTED]
Subject: "Don't Be A Puppet"

Hi [REDACTED]

I drafted the email below to introduce the "Don't Be a Puppet" website to the leaders in our Muslim community. Our office has a good working relationship with the local leaders. I've proactively reached out to them in the past on controversial issues involving the FBI and they have expressed their appreciation. Hence, I believe they will appreciate the advanced notice of the website. Will you please review my email below and let me know what you think? If you are ok with it, I plan to ask our SAC to send it to our contacts.

Thanks,

[REDACTED]
Public Affairs Specialist
[REDACTED]

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Dear ...

I want to let you know about a new website that the FBI has produced called, "Don't Be A Puppet." The purpose of this interactive website is to fill an educational void on the topic of violent extremism (sovereign citizen extremists, abortion extremists, animal rights and environmental extremists, militia extremists, white supremacy extremists and terrorists). The goal is help the public, especially teenagers, to learn to think critically so they don't become victims.

The FBI has spent the past year carefully developing the educational website in consultation with community leaders and partners, including a conflict resolution educator from St. Louis. In total, FBI HQ consulted with approximately 50 groups (200 individuals) including the [REDACTED] which quickly criticized the website. This is why I am asking if you could please take a moment to review the website to form your own opinion. (The website is not yet ready to be launched so I attached screen shots of the website for you to review.)

Thank you for taking the time as we have the same common goal of protecting all our children. Please let me know if you have any questions. I am interested in your feedback and sharing it with our HQ.

[REDACTED] (RMD) (FBI)

From: [REDACTED] (DO) (FBI)
Sent: Tuesday, November 03, 2015 2:24 PM
To: [REDACTED] (OPE) (FBI); [REDACTED] (FD) (FBI); [REDACTED] (OPE) (FBI);
[REDACTED] (DO) (FBI); [REDACTED] (DO) (FBI)
Subject: Language for new press statement

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AD Kortan asked us to draft our next statement to the press re the website. I took a stab at a first draft, stealing liberally from the great work you've all done. It's a bit longer than he wants, so let me know what you think we should take out (or add) to best respond to the questions that are being raised. [REDACTED] graciously agreed to consolidated everyone's edits.

Draft:

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[REDACTED] (RMD) (FBI)

From: [REDACTED] (DO) (FBI)
Sent: Friday, October 30, 2015 5:41 PM
To: [REDACTED] (DO) (FBI); [REDACTED] (DO) (FBI); [REDACTED] (DO) (FBI)
Cc: [REDACTED] (DO) (FBI); [REDACTED] (DO) (FBI); Kortan, Michael P. (DO) (FBI)
Subject: RE: From [REDACTED] at New York Times

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[REDACTED] or [REDACTED] are the SMEs. NYT should certainly be discouraged from writing a story as they have little to nothing to go on. The groups raising issues saw a few slides only and didn't want to bother looking at enough of the program to truly understand what's in it. We were scheduled to meet with them yesterday and I suspect the sudden cancellation of that meeting didn't go over well.

Why would the NYT want to write a story before actually seeing the program?

From: [REDACTED] (DO) (FBI)
Sent: Friday, October 30, 2015 5:19 PM
To: [REDACTED] (DO) (FBI); [REDACTED] (DO) (FBI); [REDACTED] (DO) (FBI)
Cc: [REDACTED] (DO) (FBI); [REDACTED] (DO) (FBI); Kortan, Michael P. (DO) (FBI)
Subject: FW: From [REDACTED] at New York Times

Fyi, NY Times requesting info for a story today.

More direct reporter questions/thoughts from the conversation:

- Did educators develop this curriculum? Did they have input?
- Curriculum targets Muslim community solely and could lead to singling out (kids)?
- Could link Islam to terrorism in schools?
- Is FBI taking these (criticisms) under consideration?
- What is the FBI doing with the feedback?

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From: [REDACTED]
Sent: Friday, October 30, 2015 4:31 PM
To: [REDACTED] (DO) (FBI)
Subject: From [REDACTED] at New York Times

Hi [REDACTED]

Thank you for speaking with me. As we discussed, I have questions about what has been described to me as an online program by the FBI to help young people resist radicalization that could lead to violence. Here are a series of questions:

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Can you describe what the program is? I'm told very generally that it's online, interactive, and the theme is "Don't be a Puppet."

What ages is it geared toward?

Is it to be used in schools? How would it be distributed?

Several religious and ethnic groups invited to preview by the FBI it said they raised objections. They said [REDACTED]

Can you or someone with the FBI respond to these concerns?

When will the program be launched?

I was expecting to write this story today, and know it's now late. I appreciate anything you can do to get back to me as you have answers, as soon as possible. Even if the information comes in piecemeal, that is fine. Thank you for your help.

Sincerely,

[Redacted]

Email is best, but in addition after hours, here is my cell: [Redacted]

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[Redacted]

office: [Redacted]

Follow me on twitter [Redacted]

[Redacted]

[Redacted]

(RMD) (FBI)

From: [Redacted] (DO) (FBI)
Sent: Thursday, October 22, 2015 12:10 PM
To: [Redacted] (DO) (FBI); [Redacted] (DO) (FBI); [Redacted] (OPE) (FBI); [Redacted]
[Redacted] (FD) (FBI); [Redacted] (DO) (FBI)
Subject: Meeting re post-launch customer support

[Redacted] and I spoke about this yesterday and think it will be beneficial to have a meeting to discuss how customer support for the Puppet portal will be handled after Nov. 2. We can also talk about the feedback from Richmond and firm up our plans for the big print run of brochures.

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What's everyone's availability tomorrow (Friday) or Monday?

[Redacted]

[redacted] (RMD) (FBI)

From: [redacted] (DO) (FBI)
Sent: Tuesday, October 20, 2015 9:42 AM
To: [redacted] (OPE) (FBI); [redacted] (FD) (FBI)
Subject: RE: IACP

Hi [redacted] and [redacted] hope things are going well in Richmond. I saw that the box of brochures isn't on [redacted] desk, so I wanted to confirm that someone got them to the folks shipping to IACP.

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From: [redacted] (OPE) (FBI)
Sent: Sunday, October 18, 2015 12:19 PM
To: [redacted] (DO) (FBI); [redacted] (FD) (FBI)
Subject: Fwd: IACP

Do we have any brochures that could be sent to the IACP conference on the Puppet portal?

I believe all materials are being shipped Monday ..

--

----- Original message -----

From: [redacted] (CG) (FBI)" [redacted]
Date: 10/17/2015 9:03 AM (GMT-05:00)
To: [redacted] (OPE) (FBI)" [redacted]
Subject: Fwd: IACP

Please coordinate with OPA
Thanks

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b7C

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----- Original message -----

From: [redacted] (OPE) (FBI)" [redacted]
Date: 10/17/2015 7:59 AM (GMT-05:00)
To: [redacted] (CG) (FBI)" [redacted] (OPE) (FBI)"
[redacted]
Subject: RE: IACP

Please bring the brochures to me in [] I'm shipping things to the Chicago FO. Unfortunately, there are no spaces available for additional FBI personnel to attend IACP, but I will do my best to get up to speed on the portal in case there are questions.

--

----- Original message -----

From: [] (CG) (FBI)" []
Date: 10/16/2015 5:34 PM (GMT-05:00)
To: [] (OPE) (FBI)" [] (OPE)
(FBI)" []
Subject: Fwd: IACP

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[]
How or can we get these pamphlets for our Web portal included for next week?

Also OPA is willing to go and man the booth if needed

--

----- Original message -----

From: [] (DO) (FBI)" []
Date: 10/16/2015 5:11 PM (GMT-05:00)
To: [] (CG) (FBI)" []
Cc: [] (DO) (FBI)" []
Subject: IACP

Hi []

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I'm just sending this quick note to see how we should get our "Don't be a Puppet" brochures and flyers to the folks who will be manning the FBI table at IACP. Also, should we plan to send someone to answer questions, or at least provide a short briefing on the program to anyone who might be asked about it?

[] will be in Richmond most of next week, but [] and will be around and can handle any necessary coordination.

Great job today.

[]

[REDACTED]
RMD) (FBI)

From: [REDACTED] (DO) (FBI)
Sent: Friday, October 16, 2015 5:12 PM
To: [REDACTED] (OPE) (FBI)
Cc: [REDACTED] (DO) (FBI)
Subject: IACP

b6
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Hi [REDACTED]

I'm just sending this quick note to see how we should get our "Don't be a Puppet" brochures and flyers to the folks who will be manning the FBI table at IACP. Also, should we plan to send someone to answer questions, or at least provide a short briefing on the program to anyone who might be asked about it?

[REDACTED] will be in Richmond most of next week, but [REDACTED] and will be around and can handle any necessary coordination.

Great job today.

"Don't Be a Puppet" Website Survey

1. Do you think the material in the website is at the appropriate level for high school students?

Circle One: Yes or No

If not, please explain. _____

2. Which section or topic did you find *most* and *least* effective and why?

Most effective and why: _____

Least effective and why: _____

3. Did you find anything inaccurate or offensive in the website? If so, what?

4. Do you think any information is lacking or requires additional clarification? If so, what?

5. How would you rate the visual appeal and design of the website?

(low) 1 2 3 4 5 6 7 8 9 10 (high)

Do you have any suggestions for improvement?

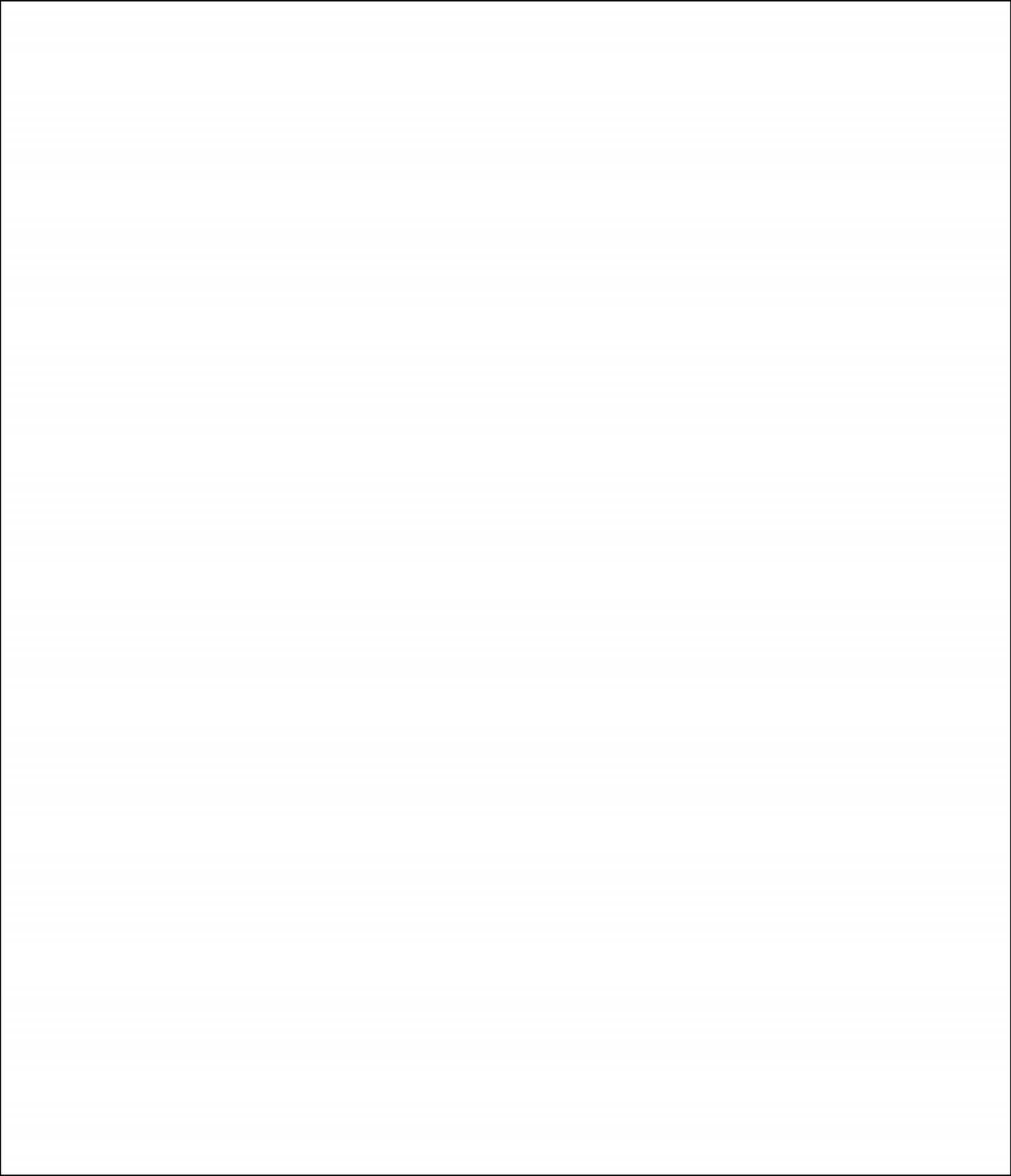
6. Would you recommend the CVE website to high schools as an awareness mechanism to help students and communities?

Circle One: Yes or No

If not, please explain.

7. How would you market or socialize the website to high school students, parents, and/or faculty on a National Level?

Thank you for your input!





Federal Bureau of Investigation
Office of Public Affairs
National Press Office

Public Affairs Guidance

AD Michael P. Kortan

SC Richard Quinn

A/UC

UC

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October xx, 2015

Topic: Countering Violent Extremism FBI.gov Web Portal

Press Guidance:

Talking points and Q & A's below are **for internal use only**. Field Offices media reps should handle all local media queries and SACs may respond to questions related to local matters only. This document should not be disseminated in this particular format and should be considered a guide for preparing SACs or others for media inquiries or interviews. As a reminder, comments should not be made regarding ongoing investigations or on cases outside of your respective field office.

Points of Contact:

- For technical questions: xx
- For Community Outreach: xx
- For Media:

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Issue/Background:

Talking Points:

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Terminology of 'Violent Extremism'

Q&As:

Why was this curriculum developed? What has the FBI been seeing to prompt this?

What's the objective of this curriculum?

Where does behavior information contained in the curriculum come from? Why does the FBI target certain behaviors?

Who is the intended audience for the curriculum?

Why select high school-aged students as a primary audience?

Who designed the portal?

The FBI designed the portal.

Did anyone from schools provide input to this curriculum and if so, what was the general response?

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What is the advantage of using a web portal for this information?

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Will any of my personal identifying information be captured and stored by the FBI while using the portal?

When will the portal be launched?

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How do I access and use the portal?

What is the best way to view the portal?

What technology will I need to access the portal?

What other resources are connected to the new website portal?

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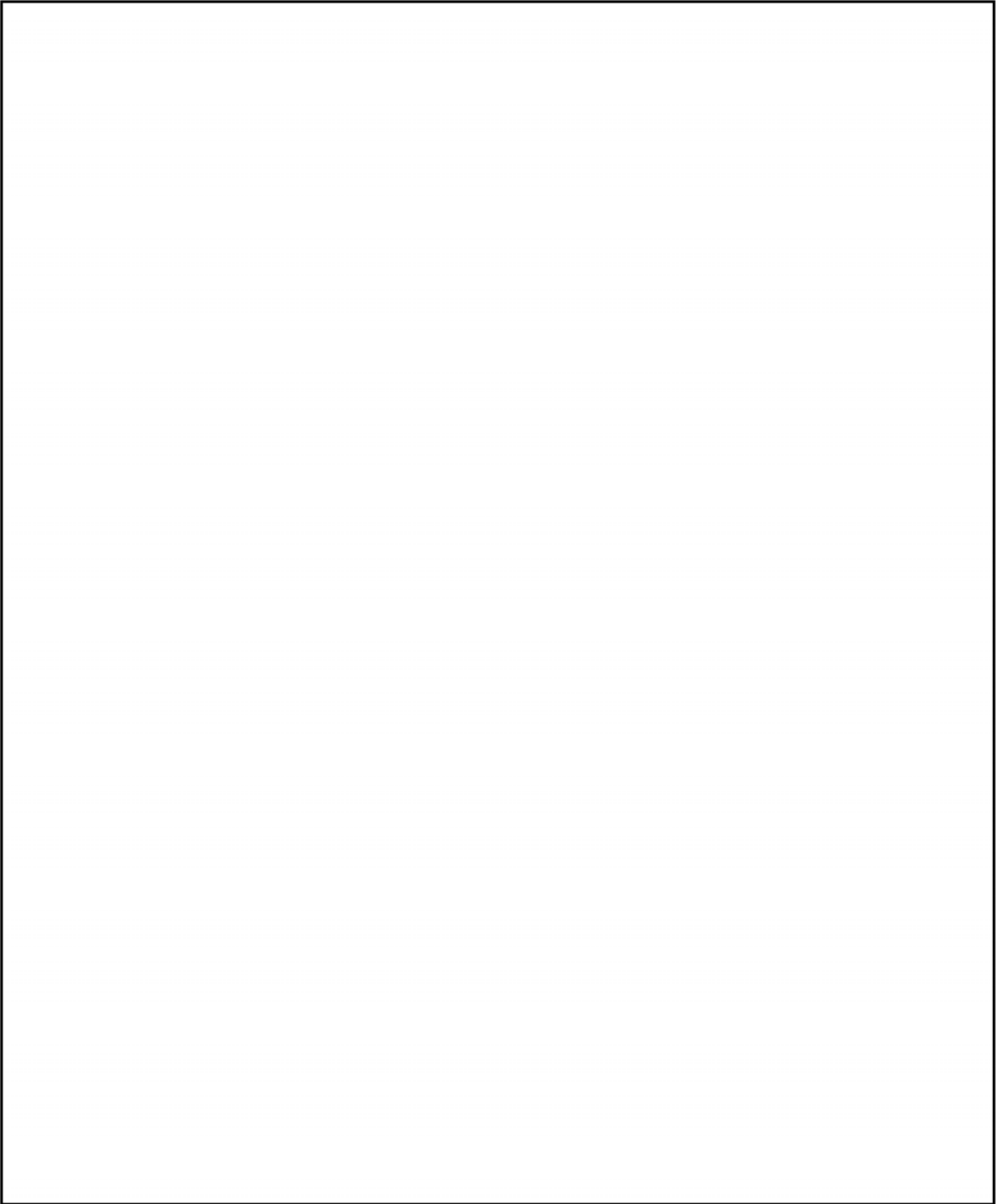
Is the curriculum available in other languages than English?

How will this curriculum effort evolve? What are plans for the near future?

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[Faint, illegible handwritten text]

CVE Website Feedback Discussion with Special Interest Group



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Technical Support

Below are answers to frequently asked technical questions on the website. If you do not see the answer to your question here, please contact the community outreach specialist in your local field office.

Why is the website not loading on our school computers?

The most likely reasons are:

- 1) Your school's web browser (Internet Explorer, Chrome, Firefox, Safari, etc.) is out of date. The Don't Be a Puppet website works best in the more current versions of web browsers. Contact your school's IT administrator and ask that the browser be updated in your classroom or school.
- 2) Your school computers' firewall or security features may be blocking access to the site. You can check this by going to the settings page or tab in your web browser and clicking the "security" link. Find the section where your browser blocks websites and click "Let the FBI see my computer."

Why won't the YouTube videos play on our school computers?

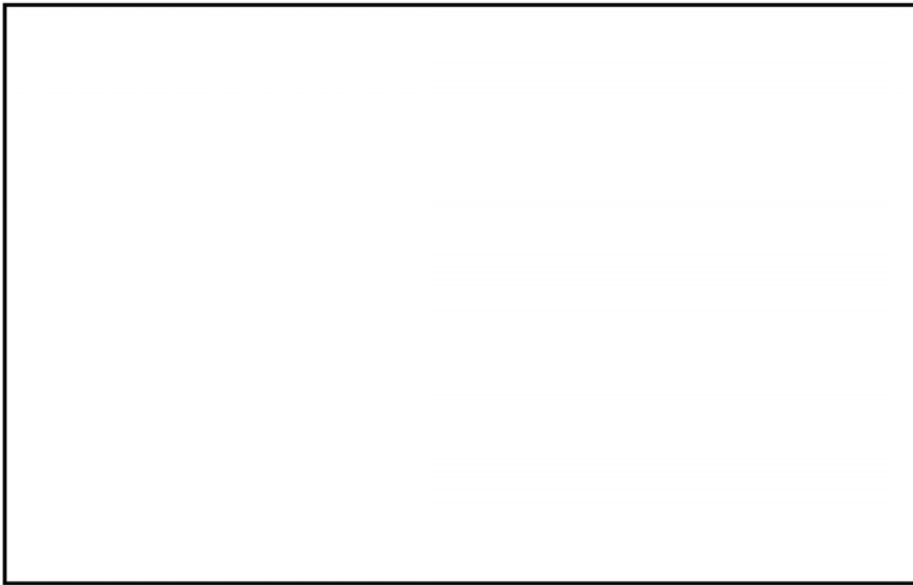
Many schools block the YouTube website on their computers. Contact your school's IT administrator and request that the FBI's YouTube channel be unblocked.

Why is the site stalled or stuck?

You may need to refresh the web browser's cache. To do this, go to the URL in your web browser (Internet Explorer, Chrome, Firefox, Safari, etc.) and type in any characters or symbols at the end of the web address—for example, <https://cve.fbi.gov?888>. Then, hit enter on your keyboard. This will refresh the cache.

Why isn't the site displaying correctly on my mobile device?

The site was built for a desktop computer experience. Some devices may not display certain sections of the site properly.



Documentation and other Resources

- Brochure & flyers design – FIOU – complete
- CVE briefing materials – OPE – complete
- Portal briefing materials – FIOU – pending
- PAG – CRU and NPO – pending
- Print Shop Order 1 (October events) – CRU – order in, pending delivery
- Print Shop Order 2 (Field) – CRU – pending
- FBI.gov Top Story for 11/2 – FIOU – pending
- Press Release in November – NPO? – pending

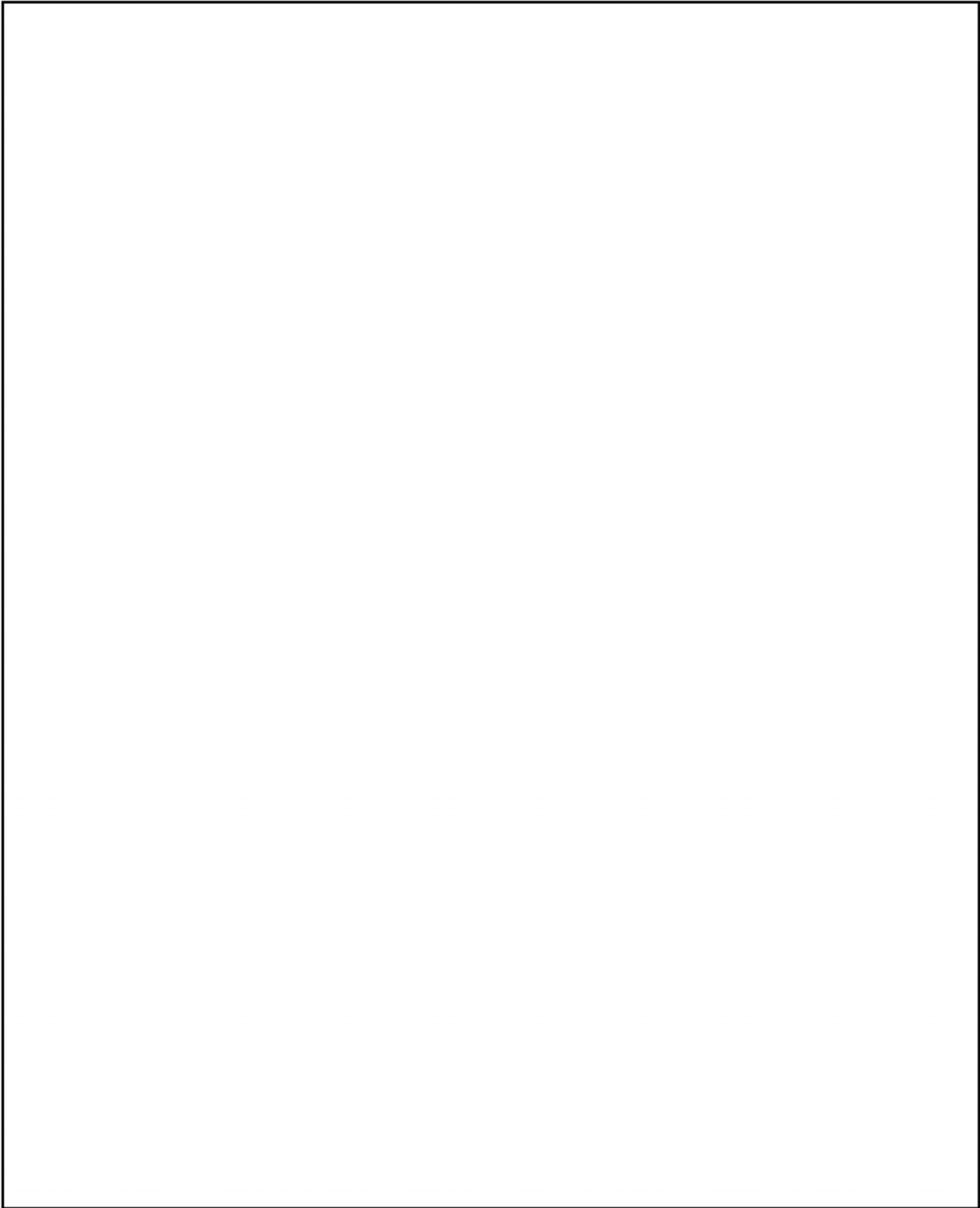
COMMUNITY FOCUS GROUP WASHINGTON, DC

July 31, 2015

8:00 AM	Check-in at FBI Headquarters Visitor's Center
8:30 AM – 8:45 AM	Introduction by FBI, Office of Partner Engagement
8:45 AM – 11:30 AM	<p>Review Memorandum of Understanding between Members of Shared Responsibility Committees and the FBI:</p> <p>Community members will review and comment on content and language of the Memorandum of Understanding which seeks to work collaboratively to disengage individuals from using violence as a means to express their grievance.</p> <p>A break-out session will follow where groups of community members will discuss a CVE issue and problem solve it among their peers</p>
11:30 AM – 12:30 PM	Lunch
12:30 PM – 1:00 PM	Re-enter and check-in at FBI Headquarters Visitor's Center
1:00 PM – 1:15 PM	Introduction by FBI, Office of Public Affairs
1:15 PM – 3:15 PM	<p>Review FBI interactive web-based program</p> <p>Community members will review and comment on content and language of the FBI's interactive web-based program for teens that promotes understanding of and critical thinking about violent extremism in all its forms.</p>
3:15 PM – 3:30 PM	Conclusion and Next Steps

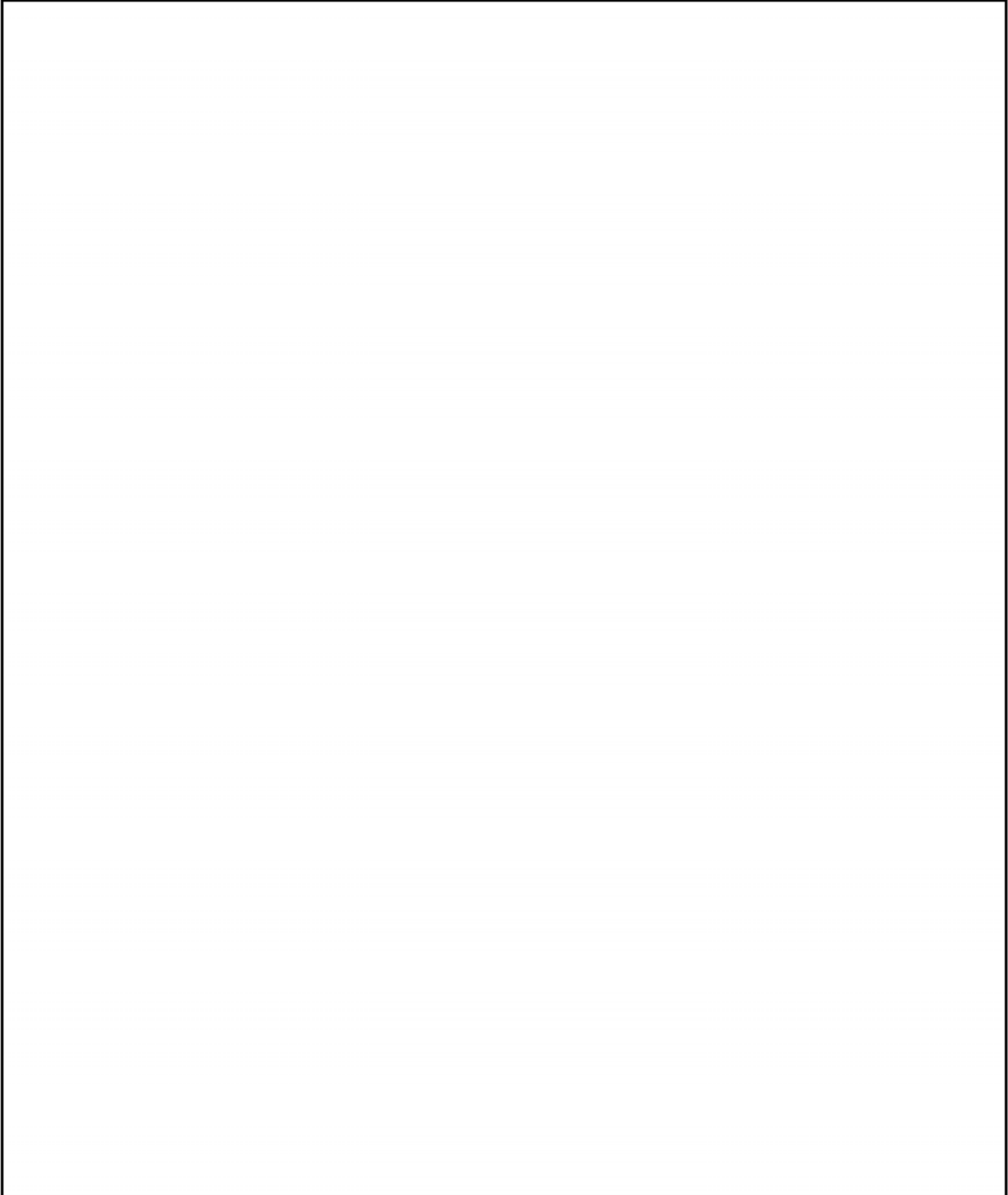
CVE Final Round of Updates – Post-HS Focus Group

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General Changes to the Overall CVE Site

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CVE Website Feedback

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Interagency Meeting Community Groups

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Summary of Changes based on 7/31/15 Conference Feedback

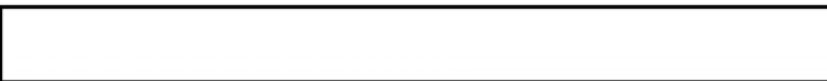
General Changes to the Overall Site



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Section 1 Changes | What is Violent Extremism?





I		Exposing Violent Extremism: The FBI's "Don't Be a Puppet" Program
III		Don't Be a Puppet for Violent Extremism: A Critical Thinking Challenge for Teens
III		Refuse to Be Recruited: The FBI's "Don't Be a Puppet" Program Targeting Violent Extremism
II		Don't Be a Puppet: A Critical Thinking Program to Prevent Violent Extremism
I		The FBI's "Don't Be a Puppet" Campaign: Preventing Violent Extremism within our schools
		Don't Be A Puppet: The FBI's Violent Extremism Awareness Program
I		Don't Be a Puppet: A Violent Extremism Prevention Program
III		The FBI's "Don't Be a Puppet" Campaign: Preventing Violent Extremism
		Don't Be a Puppet: Stand Up Against Violent Extremism
III		Don't Be a Puppet: Pull Back the Curtain on Violent Extremism
II		Don't Be a Puppet: Prevent Violent Extremism
II		Understanding Violent Extremism: An Awareness Program

Summary of Changes based on 7/31/15 Conference Feedback

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