

The REVISED COER

A Brief Summary of Changes

The main and script slides alternate in this presentation with the script slides following the main slides.

BASIC STRUCTURAL CHANGES MADE

- There are **8** officer evaluation **factors**:
 1. *Leadership*
 2. *Initiative and Growth*
 3. *Communication Skills*
 4. *Interpersonal Skills*
 5. *Planning and Organization*
 6. *Professional Competencies*
 7. *Analysis, Judgment and Decision-Making*
 8. *Overall Effectiveness*
- The scale has been changed from “A to E” to “**1 – 7.**”
- Attachment 1 is now page 2 of the COER
- Attachment 2 has been replaced by a comment box.
- There is a new section: **Strengths and Areas for Improvement**

- The summary of the Commissioned Officers' Effectiveness Report (COER) presentation reviews the changes made in order to obtain a more objective measure of officer performance. The changes include reducing the number of questions from 18 to 8 including: Leadership, Initiative and Growth, Communication Skills, Interpersonal Skills, Planning and Organization, Professional Competencies, Analysis, Judgment and Decision-Making, and Overall Effectiveness.

Script for Slide 1, continued

- The rating scales were changed from A through E or F to “1” through “7” with behavioral guidelines.
- The officer Attachment 1 is now page 2 so the officer can continue to provide a statement.
- Attachment 2 is now a comment box on page 4.
- On page 1 of the new COER, there is a new section on Strengths and Areas for Improvement; each has text boxes available for comments.

SAMPLE QUESTION

Rating Factor

3. *Communication Skills* – Conveys clear and succinct written and verbal messages that are appropriate to the audience. Listens to and understands information from others.

Scale

①	②	③	④	⑤	⑥	⑦
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- Needs assistance in expressing main thoughts clearly, both orally and in writing, and clarifying the meaning and intent of others' communication.

- Uses correct spelling, grammar, and punctuation to create simple documents.

- Tailors communication (verbal and written) to the level and experience of the audience, ensuring that messages are organized, useful and accurate.

- Utilizes strong listening skills to formulate direct, responsive answers to questions.

- Organizes and expresses complex ideas, both orally and in writing, to successfully inform and influence individual and managerial decisions that advance the organization's mission.

- Is a confident and effective speaker, asks open-ended questions, and recognizes and accommodates a vast diversity of ideas and traditions.

Examples to Help Rater

- Using “Communication Skills” as a sample, the name of the rating factor is followed by a definition. Underneath, there is a “1” through “7” rating scale with behavioral guidelines or examples to guide the rater.

WHAT HAPPENED TO THE OLD ATTACHMENT I?

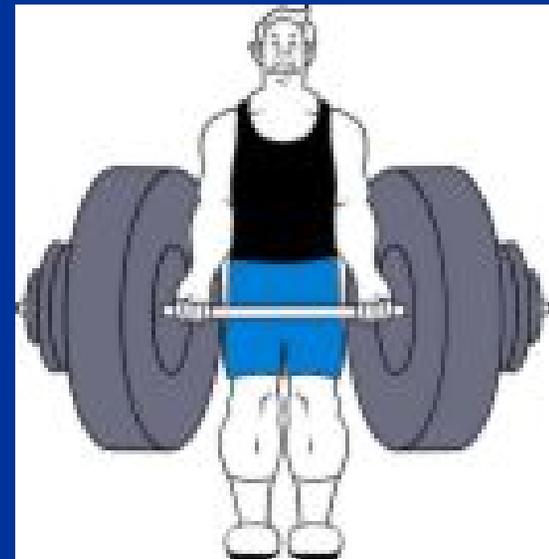
- Officers often want to be able to tell their story, particularly to the members of the promotion board!
- It is now page 2 of the COER.

- The Attachment 1 that is prepared by the officer is still part of the evaluation, but as page 2. The officer will enter the information for Attachment 1 into the designated boxes on page 2 of the COER.

STRENGTHS & AREAS FOR IMPROVEMENT

a new section

- The COER process encourages dialogue between the officer and supervisor.
- There is a comment box for the rater to list “strengths” and “areas for improvement.”



- The Strengths and Areas for Improvement is a new section provided to encourage dialogue and enhance communication between the officer and their supervisor. Comment boxes are available for each on page 1.

REVIEWING OFFICIAL'S section of the new COER

the Reviewing Official...

- has the option to dialogue with the Rater prior to the release of the scores and comments to the Officer
- concurs or disagrees after the Officer's concurrence
- advises whether the Rater was lenient or demanding
- has the option to enter comments

- The reviewing official has added roles in the new COER. The reviewing official will have the option to dialogue with the rater before the officer views the scores and comments, concur or disagree after the officer, indicate whether the rater is lenient or demanding, and enter comments.

NEXT STEPS

- OCCFM, OCCO and CCSB are working together to assure a successful launch of the revised COER.
- The revised COER will be deployed during the 2010 annual COER cycle.
- OCCFM and OCCO are convening a COER Education Advisory Panel to assist with developing educational materials in support of the revised COER.
- After the annual COER cycle, we will need to assess how the instrument performed and identify weaknesses that need to be resolved.
- Transitioning to Direct Access is the next horizon.

- The next steps are to coordinate the launch of the 2010 COER cycle, convene an Education Advisory Panel for the development of educational materials, continue assessment, and move to Direct Access.
- The Office of Commissioned Corps Force Management (OCCFM), the Office of Commissioned Corps Operations (OCCO) and the Office of Commissioned Corps Systems Branch (CCSB) are working together to assure a successful launch of the revised COER. The revised COER will be deployed during the 2010 annual COER cycle.
- A COER Educational Advisory Panel will assist with the development of educational materials and design a dissemination plan in support of the revised COER. After the annual COER cycle, we will continue to assess how the instrument performed and identify weaknesses that need to be resolved. Transitioning to Direct Access is part of the long term strategy for the Corps' force management.

Script for Slide 6, continued

- It is important that each officer maintain the most current contact information in their respective Direct Access personalized profile including email, agency, billet, billet grade, and phone numbers. The officers will need to update not only their information but also their supervisor's contact information. On July 1, 2010, such information will be imported from Direct Access into the COER System. Therefore, it is important that all personal and supervisor contact information be current. The email on profile as of July 1, 2010 will be the one used for sending messages to the officer. Billet information can only be changed as a result of a personnel order. For issues related to personnel orders contact OCCO at 240-453-6000.
- Officers and raters are encouraged to use the new COER to begin dialogue about performance and address needs. However, the new COER cannot be used until October 1, 2010. The Old COER should continue to be used for any intermediate evaluations through October 1, 2010.

Thank you!

**Please feel free to address
additional questions to:**

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