NASDA Coach Performance Metric Indicators

TRAINING PERFORMANCE
1. **Effectively trained new enumerators** 2. **Assisted with survey training** 3. **Actively coached, trained, and mentored enumerators**

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
• Does not effectively train new enumerators • Does not assist or help NASS with survey training • Does not actively coach, train, or mentor Enumerators	• Rarely trains new enumerators effectively • Rarely assists or helps NASS staff with survey training. • Rarely provided coaching, training, or mentorship to Enumerators	• Trained new enumerators adequately • Assisted or helped NASS staff with survey training. • Coached, trained, and mentored Enumerators.	• Successfully trained and on-boarded new enumerators. • Always assisted or helped NASS staff with survey training. • Was very engaged in coaching, training, and mentoring Enumerators.	• Successfully trained and on-boarded new enumerators • Always assisted or helped NASS staff with survey training and went above and beyond normal required duties • Provided outstanding coaching, training, and mentorship to Enumerators. Checked for understanding and followed up with all questions and issues.

JOB KNOWLEDGE

1. **Interviewed operators effectively**
2. **Completed Work Accurately**
3. **Wrote accurate/informative notes**
4. **Used computers effectively & assisted others with computer issues.**
5. **Reasonable level of non-responses**

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
• Poor interviewing skills and does not collect required information • Failed to complete work correctly • Did not write notes for work assignments • Did not or cannot use the computer to complete work assignments and did not assist others with computer issues • Employee has less than a 25% response rate from operators	• Inconsistent with interviewing operators. Collects some of the required information • Inconsistently completes work correctly • Inconsistently writes helpful notes for work assignments • Can somewhat navigate working with a computer but struggles to complete required tasks and rarely helps others with computer issues • Is inconsistent and often has less than a 50% response rate from operators .	• Consistently interviews operators and collects required information • Completes work correctly and in a timely manner. • Consistently writes informative notes for work assignments • Uses the computer without little assistance and helps others with computer issues • Had more than 50% of responses from operators	• Very good interviewing skills and consistently collects all information. • Always completes work correctly and on time • Writes very detailed notes for all work assignments • Works and navigates the computer very well and always helps others with their computer issues. • Had more than 75% response rate from operators	• Exceptional interviewing skills and helps others on their interviewing abilities with operators and shares helpful tips on how to collect information • Completes work correctly and helps others with completing their work • Writes very detailed notes for all work assignments and helps others with their notes • Uses the computer very well and helps others with their computer issues and serves as a resource for questions. • 90% response rate or better from operators.

QUALITY OF WORK

1. **Understands/applies policies and procedures proactively**
2. **Achieves goals, fulfills responsibilities and meets expectations**
3. **Planned workload to maximize productivity**

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
• Did not understand nor applied NASDA policy and procedures. • Did not achieve goals, responsibilities, or meet expectations • Did not accomplish planned work in a timely manner	• Rarely understands nor applies NASDA policy and procedures • Rarely met goals, responsibilities, or expectations. • Often did not complete or finish planned work in a timely manner and worked more hours than necessary.	• Understands NASDA policy and procedures and applies them to the job. • Meets goals, responsibilities, and expectations • Planned work in a timely manner	• Always understands NASDA policy and procedures and applies them to the job proactively. • Always meets goals, responsibilities, and expectations • Completes planned work plus additional tasks in a timely manner • Always monitored enumerators in a timely manner during a survey	• Always understands NASDA policy and procedures and helps other teammates understand them as well. • Always meets goals, responsibilities, and expectations. Helps others in the group meet their goals, responsibilities, and expectations. • Completes planned work plus additional tasks in a timely manner as well as helps other team members with their questions.

ACCOUNTABILITY

1. **Available for survey(s) and to assist Supervisors**
2. **Submitted completed work on time**
3. **Accepted additional work**
4. **Submitted accurate, timely time sheets.**
5. **Monitored Enumerators in a timely manner during a survey period**
6. **Provided effective feedback**
7. **Coached & interacted with enumerators**
8. **Assisted Enumerators with respondents**
9. **Assisted Supervisors with reviewing completed work**
10. **Helped maintain reasonable survey costs**

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
• Unavailable for survey work and to assist Supervisors • Does not submit work on time • Never accepts additional work • Never submits time sheets on time and always with errors. Did not monitor Enumerators during a survey period • Does not monitor enumerators during a survey period • Does not provide constructive feedback to enumerators • Does not coach or interact at all with	• Available for some but not all surveys and rarely assisted Supervisors • Inconsistently submits completed work on time • Sometimes accepts additional work • Occasionally submits timesheets on time and usually has errors. • Rarely monitored Enumerators during a survey period • Rarely provided constructive feedback to Enumerators • Rarely coaches and interacts with Enumerators	• Available for most surveys and to assist Supervisors • Submits completed work on time • Accepts additional work • Submits time sheet on time with few errors • Monitored Enumerators during a survey period in a timely manner • Provides constructive feedback • Coaches and interacts well with Enumerators • Helps Enumerators manage respondents • Assists Supervisors	• Available for all surveys and assisting Supervisors • Submits completed work before the deadline • Always accepts additional work • Submits time sheet on time and it is rare for any errors to be present • Always monitors Enumerators in a timely manner during a survey • Always provides constructive feedback to Enumerators • Always coaching and providing help to	• Always available for surveys and takes on other work as necessary • Submits completed work before the deadline and helps team members submit/complete their work. • Always accepts additional work and helps other with their workload if necessary • Always submits time sheet on time and never has errors. • Always monitors Enumerators and looks for ways to improve performance

- Enumerators.
- Does not provide support to Enumerators dealing with respondents
- Does not assist Supervisors with reviewing completed work.
- Does not help maintain reasonable survey costs

- Rarely provides support to Enumerators dealing with respondents
- Rarely assists Supervisors with reviewing completed work.
- Rarely helps maintain reasonable survey costs

- with reviewing completed work.
- Maintains reasonable survey costs

- Enumerators.
- Always helps Enumerators manage respondents
- Always is available and able to assist Supervisors with reviewing completed work.
- Always maintains reasonable survey costs.

- Provided constructive feedback to Enumerators and providing them resources to be successful.
- Coaches and interacts with Enumerators creating a positive work environment
- Always available to help Enumerators manage difficult respondents and provides feedback on how to improve this process.
- Always available to assist Supervisors with reviewing completed work and then works with the Enumerator to correct issues for the future.
- Always maintains reasonable survey costs and looks for ways to reduce costs

MOTIVATION

1. **Enthusiastic about work and welcomes new responsibilities**
2. **Effectively addresses problems and demonstrates proactive problem solving**
3. **Flexible, open and receptive to new information, ideas, and approaches**

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
• Exhibits a negative attitude towards work and usually does not complete new responsibilities assigned • Does not address problems nor does the employee try to solve problems • Does not respond positively to new information, ideas, or changes	• Exhibits a negative attitude towards work and usually does not complete new responsibilities • Does not address most problems nor does the employee solve issues that arise • Rarely responds positively to new information, ideas, or changes	• Exhibits a positive attitude toward work and completes new responsibilities • Addresses problems and works to find a solution to fix the issue • Responds positively to new information, ideas, or changes	• Exhibits a positive attitude and excels at new responsibilities at work. • Always addresses problems and works actively to come up with an effective solution • Always responds positively to new information, ideas, or changes	• Exhibits a positive attitude at work and encourages others to have a positive attitude. Embraces new responsibilities and encourages others to complete new responsibilities. • Always addresses problems and is very proactive with problem solving. • Always responds positively to new information, ideas, or changes and helps others understand any new information, ideas, or changes.

TEAMWORK

1. **Cooperates with others and improves the work of the team**
2. **Supportive of team decisions**
3. **Shares information with team members**
4. **Is accountable to other team members and holds them accountable for work**

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
• Does not cooperate with team members and work together with the group. • Does not support other team members decisions or input • Does not share information with the group • Is not accountable to other team members and does not hold them accountable for their work	• Rarely cooperates with team members and works together with the group. • Rarely supports team member decisions • Rarely shares information with team members • Rarely is accountable to other team members and does not hold them accountable for their work	• Cooperates with team members and works with the group • Supports team member decisions • Shares information with team members • Is accountable to other team members and holds them accountable for their work	• Always cooperates with team members and works very well with the group. • Is very supportive of team decisions • Always shares information with team members • Very accountable to other team members and holds them accountable for work.	• Excellent cooperating with team members and encourages everyone to work together as a group. • Is very supportive of team decisions and encourages other team members to support those decisions. • Always makes sure to share information with the team and then checks for understanding • Very accountable to other team members and shows them how to be accountable for their work

COMMUNICATION

1. **Exhibits effective listening skills**
2. **Acknowledges and understands feedback given by the NASDA Supervisor or NASS Staff**
3. **Communicates with NASDA Supervisor and NASS staff in a timely, effective manner**

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