



NASDA Office Enumerator Performance Metric Indicators

TRAINING PERFORMANCE

1. Home study
2. Attended training
3. Participated in training

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
<ul style="list-style-type: none"> • Failed to complete home study • Failed to attend training • Was not active or engaged in training 	<ul style="list-style-type: none"> • Partially completed home study • Attended some trainings • Participated in activities and somewhat was engaged during trainings. 	<ul style="list-style-type: none"> • Completed home study • Consistently attended trainings • Actively participated in training 	<ul style="list-style-type: none"> • Completed home study early • Attended all trainings • Actively participated in trainings, activities, and discussions. 	<ul style="list-style-type: none"> • Completed home study early and helped others with their home study • Attends all trainings and arrived early • Actively participated in trainings, actives, and helped lead discussions

JOB KNOWLEDGE

1. Interviewed operators effectively
2. Completed Work Accurately
3. Wrote accurate/informative notes
4. Followed Procedures
5. Used computer effectively
6. Reasonable level of non-responses

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
<ul style="list-style-type: none"> • Poor interviewing skills and does not collect required information • Failed to complete work correctly • Did not write notes for work assignments • Did not follow procedures • Did not or cannot use the computer to complete work assignments • Employee has less than a 25% response rate from operators 	<ul style="list-style-type: none"> • Inconsistent with interviewing operators. Collects some of the required information • Inconsistently completes work correctly • Inconsistently writes helpful notes for work assignments • Does not always follow procedures • Can somewhat navigate working a computer but struggles to complete required tasks • Is inconsistent and often has less than a 50% response rate from operators 	<ul style="list-style-type: none"> • Consistently interviews operators and collects required information • Completes work correctly and in a timely manner. • Consistently writes informative notes for work assignments • Follows procedures • Uses a computer without little assistance • Had more than 50% of responses from operators 	<ul style="list-style-type: none"> • Very good interviewing skills and consistently collects all information. • Always completes work correctly and on time • Writes very detailed notes for all work assignments • Always follows procedures and asks questions for clarity • Works and navigates a computer very well • Had more than 75% response rate from operators 	<ul style="list-style-type: none"> • 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 • Always follows procedures and helps other team members with following procedures. • Uses a computer very well and helps others with their iPad skills • 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
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Understands NASDA policy and procedures and applies them to the job. • Meets goals, responsibilities, and expectations • Planned work in a timely manner and rarely works more than what is required to complete a survey 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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)
2. Submitted completed work on time
3. Accepted additional work
4. Submitted accurate, timely time sheets.

UNSATISFACTORY	NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
<ul style="list-style-type: none"> • Unavailable for survey work • Does not submit work on time • Never accepts additional work • Never submits time sheets on time and always with errors. • Dishonest about hours worked, and mileage claimed 	<ul style="list-style-type: none"> • Available for some but not all surveys • Inconsistently submits completed work on time • Sometimes accepts additional work • Occasionally submits timesheets on time and usually has errors. 	<ul style="list-style-type: none"> • Available for most surveys • Submits completed work on time • Accepts additional work • Submits time sheet on time with few errors 	<ul style="list-style-type: none"> • Available for all surveys • 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 	<ul style="list-style-type: none"> • 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.

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
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 Leadership team
3. Communicate with NASDA Leadership team in a timely, effective manner

**NASDA Leadership Team includes Director, Associate Director, Manager, Coach and/or Trainer*

NEEDS IMPROVEMENT	EFFECTIVE	HIGHLY EFFECTIVE	EXCEPTIONAL
<ul style="list-style-type: none"> • Does not listen to NASDA or others • Does not acknowledge or accept feedback given by the NASDA leadership team • Does not communicate with the NASDA leadership team 	<ul style="list-style-type: none"> • Rarely listens to NASDA or others • Rarely acknowledges or accepts feedback given by the NASDA leadership team • Rarely communicates with the NASDA leadership team 	<ul style="list-style-type: none"> • Listens to NASDA and others • Acknowledges and accepts feedback given by the NASDA leadership team • Communicates with the NASDA leadership team 	<ul style="list-style-type: none"> • Listens very well to NASDA and others • Always acknowledges and accepts feedback given by the NASDA leadership team • Communicates very well with the NASDA leadership team
			<ul style="list-style-type: none"> • Always listens very well to NASDA and others. • Always acknowledges and accepts feedback given by the NASDA leadership team and applies the feedback given to them to improve work performance. • Excellent communication with the NASDA leadership team. Helps others to communicate as well.