

## OER Frequently Asked Questions (FAQs)

**1. Question:** I am the rated officer, and once I created my OER shell, I do not have access to it. Why is it telling me I have no access as the rated officer?

**Answer:** Creating and editing an OER is a rating chain responsibility, and it is part of rating chain accountability. The rated Soldier is locked out of the OER until the rater, intermediate rater (if needed), and the senior rater have completed and signed the report.

**2. Question:** I am the rated officer, and I created several OER shells in EES. How do I delete them?

**Answer:** Either rating official can delete the shells. When the rating officials click on the evaluation in their active OER queue, they will see a 'Delete' button in the top right corner of the screen. If the rating official, or delegate, deletes the evaluation, you will not be able to retrieve the data later.

**3. Question:** My rater is an Air Force officer. How does he get access to EES?

**Answer:** EES is CAC-enabled. If your rating official has a CAC, he/she has access to EES.

**4. Question:** My rater is an international/foreign officer. How does he get access to EES?

**Answer:** He will not get access to EES unless he has been issued a CAC. Foreign raters must have an Army sponsor who will be designated as a delegate, and who will complete the report up to signature for the foreign rater. Once the report is signed (ink signature), send the evaluation to the [usarmy.knox.hrc.mbx.tagd-eval-from-deployed@army.mil](mailto:usarmy.knox.hrc.mbx.tagd-eval-from-deployed@army.mil) box for processing.

**5. Question:** How do international officers, who do not have a CAC card, create a rater profile and how will they utilize the Evaluation Entry System without a CAC?

**Answer:** International officers will need an International Officer Rater Identification Number. A request for issuance of the ID number is submitted to HRC along with a designated delegate's name and information. Once approved, the international officer can complete their portion with the delegate's assistance. More information can be found by clicking on the "Request International Officer ID" link under "How To Articles" on the [Evaluation Systems Homepage](#).

**6. Question:** If an officer is not educationally qualified, should we senior rate him as "NOT QUALIFIED" in Part VI., block a., on the OER?

**Answer:** No. Do not confuse eligibility for promotion with potential for promotion. The Army determines eligibility, not the senior rater.

**7. Question:** All of my rated officers are in a highly selective talent pool, chosen by the CG, to work on his special staff. Can we annotate this on the OER somewhere to protect the file of a group of "Best Qualified" officers?

**Answer:** Yes. Quality officers are often nominated or selected for jobs that require high performance. These officers then compete among themselves for the top of that population. Rater and senior rater comments become very important in these situations to ensure the overall quality of the officer's file. The duty description in the OER and the duty title on the record brief must be accurate and reflect the scope of responsibility of the assignment to paint a complete picture for the board. Board members recognize tough jobs.

The statistical proportion of ratings is the same in small or large populations. In cases where small rated populations exist, rating officials must use their comments and enumeration to "paint a picture" for the board. An 'EXCELS' or a 'MOST QUALIFIED' indication means the words are probably good - the question is how good are they? The comments section is the most important indicator of the quality of the report.

**8. Question:** What are the definitions of operational and broadening assignments?

**Answer:** An operational assignment is essentially any assignment where the rated officer would not be in an institutional training assignment. Broadening assignments are defined in DA PAM 600-3 (600-4 for AMEDD) as "developmental positions that provide exposure to experiences outside the Officer's core branch or functional area competencies. Broadening assignments develop a wider range of knowledge and skills, augment understanding of the full spectrum of Army missions, promote practical application of language training or increase cross-cultural exposure and expand officer awareness of other governmental agencies, units or environments."

**9. Question:** What is the purpose of including recommendations about operational and broadening assignments for the rated officer by members of the rating chain on a Field Grade form?

**Answer:** The primary purpose of an evaluation is for use by selection boards. They are also used by assignment officers while making personnel management decisions. Inclusion of assignment suggestions by members of the rating chain who can observe and evaluate a rated Soldier's performance in the current duty position can assist an assignment officer.

**10. Question:** With regards to the Field Grade OER, are Operational and Broadening Assignments mandatory?

**Answer:** They are optional; though things not said might send a signal to board members just as much as the things that are said. DA Pam 600-3 and DA PAM 600-4 for AMEDD covers those types of assignments.

**11. Question:** Do CW5s get a box check by the Senior rater?

**Answer:** No, CW5s do not receive a box check from the Senior rater, but they do get a box check from the rater regarding performance. If serving as rater and senior rater of a CW5, the senior rater may comment in the rater's portion on performance, will render a box check on performance, and NOT render a box check on potential.

**12. Question:** Is enumeration mandatory in the rater and senior rater comments?

**Answer:** Enumeration is not mandatory, but it does send a clear message to the board. Raters and senior raters must have the candor and courage to render an appropriate report to each of their officers. Rater and senior rater comments must paint the picture for the board to bolster the given box check.

**13. Question:** What happens to the quality of the evaluation if the rater and senior rater box checks and narratives disagree?

**Answer:** The Rater renders a box check based on performance while the senior rater renders a box check based on potential; therefore, conflict or differing opinions may occur between them. Communication between the Rater and senior rater is essential to rendering accurate evaluations.

**14. Question:** Will HRC reject an OER if there is an inconsistent rating between the Rater and the senior rater?

**Answer:** No. In an ideal situation both will align; however, both can conflict because the Rater is accessing performance, and the senior rater is assessing potential.

**15. Question:** With regard to the Field Grade OER, what is the difference between the two rater comment boxes?

**Answer:** The first comment field, Part IV, block d2., is where the Rater provides narrative comments on the rated officer's individual performance as it pertains to Field Grade competencies and attributes. (How the Rater says the rated officer performed his/her duties). The second comments field, Part IV, block e., is where the rater assesses the rated officer's "overall" performance compared with all other officers of the same rank that the rater has evaluated throughout his/her career.

**16. Question:** How does the Rater Profile work?

**Answer:** Like the senior rater Managed Profile Technique, which precludes senior raters from placing everyone in the top box and requires more succinct narrative comments, the rater profile will track the rating history of each rater by rated rank, regardless of component, in the assessment of overall performance. The assessment will apply to raters of Company and Field Grade officers. It does NOT apply to raters of Strategic Leaders (O6). To maintain a creditable profile, raters must manage their profiles to ensure they maintain their 'EXCELS' ratings at less than 50% of the total for every given rank. When an OER is created for an officer grade (WO1-CW4, 2LT-LTC), a profile is established in the rater's name (based on the rater's DoDIDN/SSN) for each grade as reports are locked or received. To allow raters to utilize the top box (EXCELS) selection for overall performance regardless of small populations, and to eliminate some of the issues associated with immature profiles, raters receive a start-up rater credit of 3 in the "PROFICIENT" block. Once a rater's profile is created, that profile will follow the rater for the duration of his/her government service (including retirement from the military and beyond).

**17. Question:** What happens when a rater submits a report and his or her profile does not support the 'EXCELS' box check?

**Answer:** If using the online EES system, the system will not allow the rater to misfire. It prevents the rater from checking the "EXCELS" box if that rating would put the rater's profile equal to or greater than 50%. For paper copy reports that are mailed to HQDA with an 'EXCELS' rating that causes a rater's profile to exceed the 49.9% limitation, the report will automatically be downgraded and processed with a 'PROFICIENT' HQDA label. The report will COUNT AS AN EXCELS against the Rater's profile even though the label is downgraded to 'PROFICIENT.'

**18. Question:** How will the rater profile affect officers and warrant officers in small populations where they are more likely to get 'PROFICIENT' compared to their peers in other environments?

**Answer:** The statistical proportion of ratings is the same in both small and large populations. In cases where small, rated populations exist, Raters must use their rater comments and enumeration to paint the picture for the board. An 'EXCELS' or a 'MOST QUALIFIED' indication means the words are probably good - the question is how good are they? The comments section is the most important indicator of the quality of the report.

Note: The rater profile has a label much like the senior rater profile. It will show the board what limitations the rater had in terms of his/her profile. The accountability placed on the rater forces them to identify their very best officers through development, counseling planning, and some tough decision making.

**19. Question:** Can rating officials sequence submission of evaluations to support their profile management plan?

**Answer:** Yes. The MISFIRE system is automatic. EES provides the MISFIRE warning to the senior rater and/or delegate three times prior to submission. If the senior rater or his/her delegate submits anyway, the report is automatically downgraded and it still counts against the senior rater's higher box check indication. senior raters can see their profile in real time by selecting the BLUE profile link when working on the senior rater box check portion of EES. The profile is calculated at the time the evaluation is "received" by HQDA, which in EES is as soon as the evaluation is submitted to HQDA.

The Rater profile is managed differently. Raters manage sequencing of their evaluations when they 'Lock' their rating and sign the evaluation. Once the OER is digitally signed, the rater profile includes that rating. If the rater does not have the profile to support a specific rating, the system will not allow him/her to select it. Raters should avoid digitally signing reports until they are 100% sure the selected box is the final rating they wish to give the rated officer, and the rated officer's rank is correct. Unlocking the rating is difficult and must be requested through the Rater's senior rater to HQDA. More information can be found by clicking on the "[Unlock Rater Profile Process](#)" link found under "How To Articles" on the [Evaluation Systems Homepage](#).

Raters and senior raters must develop and counsel their rated officers, plan out their rating strategy, and manage their profiles such that they can identify their best and render the appropriate report at the right time.

**20. Question:** I want to give an officer a top box rating, but my profile doesn't support it. What can I do?

**Answer:** You can wait to submit the evaluation after you have submitted other additional reports with lower ratings. Rating officials should have a plan and look into the future for things like "When do my officers compete for boards and when are the reports due?". Additionally, rating officials should maintain some room in their profile to account for surprises. In situations where it is impossible to give a top block, the narrative must communicate a clear picture of the leader's intent. Leaders cannot mention anything like "I would have given her an 'EXCELS' but my profile wouldn't support it" or "He is a 6+ officer." Such language is prohibited, and the evaluation will be returned to the rating chain for correction.

**21. Question:** What is "pooling"?

**Answer:** Pooling is defined as creating larger rating populations by elevating the rating chain beyond the senior rater's ability to know the officer in order to provide top box selection for a specific group such as commanders, for example.

**22. Question:** Why is "pooling" bad?

**Answer:** Army Senior Leadership discourages pooling because it runs counter to the intent and spirit of the evaluation system. Properly designated rating officials are in an optimal position to provide the best evaluation of an officer's performance. Creating larger rating populations by electing to evaluate officers who would, in the normal course of events, be senior rated by the first senior leader in their chain of command undermines the principals of the evaluation system.

**23. Question:** How does the system and/or HRC prevent pooling?

**Answer:** It doesn't. Prevention of pooling takes leader involvement/oversight. This is why the CSA approved the policy that requires rating schemes to be approved by the higher-level commander all the way to a LTG approving his subordinate 2-star commanders' rating schemes.

**24. Question:** My evaluation was returned because there is an intermediate rater on it. Why can't I have an intermediate rater?

**Answer:** An intermediate rater may be authorized only in certain circumstances. Intermediate raters are authorized for specialty branches, dual supervisory positions, and when the logical senior rater does not meet minimum grade requirements to senior rate. Other unique circumstances require a request for an exception to policy. Intermediate raters are highly discouraged overall. When used incorrectly, they allow higher level commanders to pull officers into their 'pool' of rated officers which gives them much more flexibility on box checks than the system intends. The rating chain for all officers must follow the normal supervisory chain.

**25. Question:** Do I have to complete the support form in EES?

**Answer:** No. The support form is not mandated to be used in EES. As long as a support form is used for counseling by O6s and below, the requirements are met. It is up to your command to determine which is acceptable. The benefit in using EES is that the senior rater can log into any support form and see if counseling is being done based on the electronic signatures applied after counseling is complete. HRC does not monitor support forms; nor are they submitted to

HQDA.

**26. Question:** How do I complete Part IV, block a., the APFT part on the evaluation?

**Answer:** Soldiers in all components must provide a record ACFT status. Until the evaluation report templates and associated regulations are updated to include ACFT, the rater will select “No APFT” from the drop-down menu in Part IV, block a., and follow the instructions and prompts that occur in the windows that pop up. HRC published multiple MILPER Messages which outlined the entry procedures.