

## OER Profiling - Frequently Asked Questions (FAQs)

### Rater Profile

#### 1. Question: How does the Rater Profile work?

**Answer:** Like the “Senior Rater Managed Profile”, the “Rater Profile” documents the rating history of the Rater’s “Overall Performance” assessment. To maintain a credible profile, raters must manage their “EXCELS” ratings at less than 50% of their total overall performance ratings for each rank. When an OER is created for an officer ( WO1-CW4, 2LT-LTC), a profile is established in the rater’s name under his/her DoD ID/SSN the very first time a rater locks and signs an evaluation. To provide raters flexibility when initially establishing a rater profile, raters are given a profile credit of three “PROFICIENT” box checks. This credit of three enables raters to use the “EXCELS” box immediately, while maintaining a credible profile of less than 50% of the total ratings at each rank as “EXCELS”. For evaluations completed in EES, unlike the senior rater’s box check selection in Part VI, block a., which allows a profile misfire, EES “grays out” the “EXCELS” box when the rater’s profile does not support the “EXCELS” rating in Part IV. When submitting evaluations manually and in EES-S (SIPR), raters must manage their profiles to ensure selection of an “Excels” rating does not cause a misfire. Once a rater’s profile is created, it is maintained for the duration of the rater’s service as a rating official, including service beyond retirement and separation from the military.

**\*\* Note:** Once the rater locks the “Overall Performance” rating in Part IV, the rater will not have the capability to change the rated Soldier’s rank and date of rank in Part I, blocks c. and d., and the “Overall Performance” rating in Part IV. Upon locking the rating on an evaluation, the profile data is reflected in the Rater’s Profile Reports in ERS and the “Profile Stats” link in EES.

#### 2. Question: Senior raters can manage their profiles based on the “HQDA Received” Date. How do Raters manage their profiles?

**Answer:** Raters manage their profiles independent of the senior rater’s submission through signature sequence. Raters lock their ratings when signing reports and the rating is documented on his/her profile at that time. Therefore, raters must sign reports in the sequence that ensures their “EXCELS” ratings are supported by their profiles, regardless of when the senior rater submits the report.

Once a rater signs a report in EES, the rating is "locked". Raters must avoid locking (signing) reports until they are 100% sure the selected box check is the final rating they wish to give the rated officer, and they’ve verified the rated Soldier’s rank and date of rank are correct. Once the rater signs the report, he/she no longer has the capability to unlock the rating. Unlocking the rating requires submission of a memorandum from the rater to HQDA. The rater must route the memo through both his/her rater (the senior

rater on the report) and his/her senior rater. See “Unlock Rater Profile Process” under the “How to Articles” section for a sample memorandum with instructions.

**\*\* Note:** Manually submitted reports will be profiled when they are uploaded in EES. Raters must carefully track the processing of manually submitted reports to prevent a misfire.

**3. Question: What happens when a senior rater submits a report and the rater’s profile does not support the "EXCELS" box check?**

**Answer:** If using EES, the system will not allow the rater to misfire. The system prevents the rater from selecting the “EXCELS” box if that rating would put their profile equal to or greater than 50%. For manually submitted reports that are mailed to HQDA with an ‘EXCELS’ rating that cause a rater’s profile to be 50% or greater, the report will be downgraded and processed with a “PROFICIENT” HQDA label, but will count against the rater’s “EXCELS” ratings.

**4. Question: Can raters restart their profiles?**

**Answer:** Yes (see paragraph 3-12, AR 623-3). A rater may request to restart a profile in a particular grade after—

(a) A total of six OERs have processed against that grade at HQDA (that is, completed processing through HQDA).

(b) The rater has obtained written authorization from the first two-star level general officer commander (or equivalent) within their organization

(c) The rater has a documented misfire in the grade for restart. A documented misfire is an OER submitted to HQDA with an “EXCELS” box check in part IV which is not supported by the rater’s profile for that grade.

**5. Question: How does 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 small or large populations. In cases where small, rated populations exist, raters, like senior raters, must use their rater comments and enumeration to paint the picture for the board. 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 selection board members the 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 decision making.

## Senior Rater Profile

### **6. Question: Can rating officials sequence evaluations to support their profile management plan?**

**Answer:** Yes. In situations where a rating official has multiple evaluations due, and he/she wants to submit a report with a "MOST QUALIFIED" rating, the rating official should submit "HIGHLY QUALIFIED" and below reports first to ensure their profile supports the desired "MOST QUALIFIED" rating. The MISFIRE system in EES is automatic. The MISFIRE warning is provided three times in EES prior to submission of the report. If either the senior rater or delegate submits the report, ignoring the warnings, the report is automatically downgraded, but will count against the senior rater's "MOST QUALIFIED" ratings. Senior raters can see their profiles in real time by clicking on the blue "Profile Stats" link that is visible above the senior rater box check portion when working in 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.

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

**Answer:** Rating officials should have a rating plan and prepare for future requirements in advance (e.g. when evaluations are due and when rated Soldiers' files will be presented to HQDA Selection Boards). Rating officials must maintain room in their profiles for future requirements and to account for surprises. In situations where it is impossible for a rating official to give a top block, the narrative must communicate a clear picture of the senior rater's intent. Rating officials cannot make comments like, "I would have given him/her an EXCELS or MOST QUALIFIED box check, but my profile doesn't support it" or "He is a 6+ officer." Such language is prohibited, and the evaluation will be returned for correction.

### **8. 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.

### **9. Question: Why is "pooling" bad?**

**Answer:** Army Senior Leadership discourages pooling. Pooling runs counter to the intent and spirit of the evaluation system. Properly designated rating officials are in the best 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.

**10. Question: How is prevention of pooling directed in both the Army Regulation and by the CSA.**

**Answer:** AR 623-3 requires that the rated Soldier's senior rater be their rater's immediate supervisor and a supervisor over all other rating officials in the rated officer's chain of command. Prevention of pooling takes leader involvement and oversight. Unit leaders are expected to encourage adherence to this policy through that involvement and oversight. The CSA approved the requirement that all rating schemes must be approved by the next level commander for all 2-star commands and below.

**11. Question: Do Joint, Foreign, and Civilian Raters and Senior Raters have profiles?**

**Answer:** Yes. Joint, Foreign, and Civilian Raters and Senior Raters operate under the same rules and must manage their profiles in the same manner as US Army rating officials. When there are no uniformed Army officials in a Soldier's rating chain, a uniformed Army advisor can assist these individuals in understanding the evaluation process (e.g., assessing performance, assessing potential, and profiling), and serve as the supplementary reviewer on evaluations.