Comment Guidelines

Content Guidelines	**Do** • Address your comments to the basic, overall, or multiple Criteria requirements that are most important to the applicant. • Write a unified, coherent, well-developed comment to provide value to the applicant. Include a topic sentence to express the main point of the comment, followed by concisely written evidence that develops the main idea in greater detail. *(Hint: Reach a conclusion and write it first, moving from generalization to support.)* • Include factual supporting detail. Ask yourself, "What examples can I provide from the applicant's response to clarify the strength or opportunity?" Include figure numbers in comments, as appropriate. You do not, however, need to construct an exhaustive list of every method described by the applicant that is related to your conclusion. • Use the evaluation factors (approach, deployment, learning, and integration [ADLI] or levels, trends, comparisons, and integration [LeTCI]) to clearly articulate the areas of strength or to provide insights that will help the applicant improve overall organizational effectiveness and capabilities. Choose language from the Scoring Guidelines that helps the applicant understand your assessment of its level of maturity (e.g., approach is in the *early stages of deployment in most work units* vs. *well deployed).* • Draw linkages across items or between an item and the applicant's Organizational Profile. • Ensure that the comment does not contradict other comments in the same item or other items or in the Key Themes Worksheet. **Do not** • Go beyond the requirements of the Criteria or assert your personal opinions. • Be prescriptive by using "could," "should," or "would." • Be judgmental by using terms such as "good," "bad," or "inadequate." • Comment on the applicant's style of writing or data presentation.
Style Guidelines	**Do** • Use a polite, professional, and positive tone. • Use active voice (e.g., "completes" rather than "is completed") and present tense. • Use vocabulary/phraseology from the Criteria and the Scoring Guidelines. • Describe what is missing if something "is not clear." • Use "the applicant" (replaced with the actual name in the final product) and generic terms such as "the organization," "the hospital," or "the school district" to avoid repetition in comments. • Use the applicant's terminology when appropriate. **Do not** • "Parrot" the application or the Criteria. Provide only enough language to add clarity—seek to add value rather than restate information. • Use jargon or acronyms unless they are used by the applicant.
Consensus Review (CR) Worksheet Guidelines	**Do** • Include four to six key factors based on the Criteria requirements for the item. These will differ depending on the item. Include only the relevant portion of the key factor (e.g., one or two of the strategic challenges rather than all strategic challenges). • Include a total of around six feedback-ready comments per item that are most relevant and important to the applicant based on its key factors and its maturity level as seen in the evaluation factors (ADLI or LeTCI). As appropriate, consider including additional comments for more mature organizations and fewer comments for less mature organizations. • Ensure that the item's score is supported by the comments. • Place the comment on the correct CR Worksheet based on the Criteria, not on where the information appears in the application. • Place the comments on the CR Worksheet in the order of importance to the applicant, not necessarily in Criteria order.