

SUCCESS METRIC TRAITS & PROGRESSION - WORKSHEET



Primary Success Metric Rubric *A useful tool that brings structure to difficult qualitative measures by breaking them down into their sub-traits and then creating scales to monitor progression. Weighting each trait helps identify their importance and influence in achieving success.*

Primary Success Metric: _____

Trait(s)	Indicator(s) of an unacceptable outcome	Indicator(s) of a minimally acceptable outcome	Indicator(s) of a highly acceptable outcome	Indicator(s) of an exemplary outcome	Weight
1					
2					
3					
4					
5					
				Total	100

Notes:
 Begin by listing the sub-traits to the primary success metric (no more than (5)). Then start by listing the minimally acceptable outcome indicators, highly acceptable indicators, exemplary outcome indicators and unacceptable indicators, in this order. Finish by weighting each trait in order of importance out of 100; the total should exactly equal 100.

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EXAMPLE

<i>Primary Success Metric: Office Cleanliness</i>					
Trait(s)	Indicator(s) of an unacceptable outcome	Indicator(s) of a minimally acceptable outcome	Indicator(s) of a highly acceptable outcome	Indicator(s) of an exemplary outcome	Weight
1. Kitchen Area	<i>Growth, nature encroaching</i>	<i>Dirty microwave, dirty fridge, food left out, spills</i>	<i>Coffee left in machine, clutter on countertop</i>	<i>No dirty dishes or utensils, no crumbs, Lysol-clean</i>	25
2. Bathroom	<i>Unusable</i>	<i>Dirty dishes, strong odors</i>	<i>Messy sink, dishes left out, no paper towels or toilet paper</i>	<i>Seat always down, clean sink and toilet odor-free</i>	30
3. Personal Space	<i>Can't see computer screen through the dust, can't find chair because it is piled with clutter</i>	<i>Dusty, cluttered, unclean utensils and coffee mugs</i>	<i>Lunch left out, scattered papers</i>	<i>Dust-free computers and desktops, organized papers</i>	10
4. Meeting Room	<i>Space has become a storage area; no room to work</i>	<i>Food left on table, supplies not put back</i>	<i>Papers left out, objects not in proper place, paper cutter open</i>	<i>Pledge-clean, clear, rug vacuumed, no clutter</i>	10
5. Front Office	<i>Clutter everywhere—looks like a bomb hit</i>	<i>Materials from closet not put away, stained carpet</i>	<i>Boxes left out, faxes strewn, mail scattered</i>	<i>No loose paper, no boxes, full candy jar</i>	25
				Total	100

Source: "The Social Handbook", Grant, 2015

Note:

The levels of "acceptability" may be subjective qualities in themselves depending on the beneficiaries. Your level of "acceptable cleanliness" for the kitchen area may not be the same as your beneficiaries'. It is important to involve your beneficiaries in this process to help determine what realistic acceptable progression looks like to them so that they can be a part of the process and keep the desire for change.