DEOCS Portal: How to Manage a Survey in the Field

Last Updated: 12/28/2020

How to Manage a DEOCS While it is Fielding

This guide is intended to help survey administrators manage the DEOCS while it is fielding (i.e., open to individuals to complete). This guide covers communications, monitoring response rates, updating a survey's end date, and the automatic survey extension feature.

Communications

Once your DEOCS request is approved, you should receive an email with next steps. We are testing a new feature where individuals in some units/organizations will receive auto-generated emails from the system to remind them to complete their survey. This is just a test, and most DEOCS potential participants will not receive auto-generated emails. Please check the email you receive after your survey is approved to find out if individuals in your unit/organization will be receiving auto-generated emails from the system. If you did not include emails for participants in your roster, please follow the instructions in the email you received or call the helpdesk (phone number at the bottom of this document).

Regardless of this test, please encourage your unit/organization members to complete the DEOCS; reminders from the survey administrator or the commander/leader via email or verbally are important. A template email for commanders/leaders is available on the Assessment to Solutions website; visit https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/ and click on the document titled "Commander Letter Template." While the survey is voluntary, the more individuals who complete the DEOCS, the more confidence we have that the data reported are valid and reliable.

Monitoring Response Rates

After your DEOCS has started, you can login to the DEOCS portal to monitor response rates.

1. **After logging in to your DEOCS Portal account** (https://www.drcedirect.com/all/eca-portal-v2-ui/#/login/deocs)**, click "My Applications" in the menu along the top banner. Select "Interactive Dashboard."** For best results, use Chrome. Internet Explorer is not a supported browser at this time.

2. **Choose the "Response Rates" tab.**
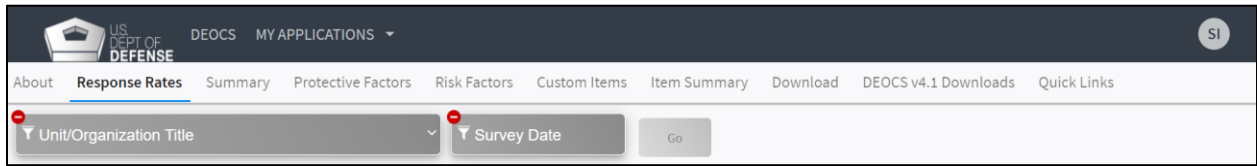
3. **Filters at the top allow you to select the survey you'd like to view.** Use the Unit/Organization Title filter to select the survey for which you'd like to see response rate data. If there is more than one survey for this unit/organization, select the appropriate survey date from the Survey Date filter.
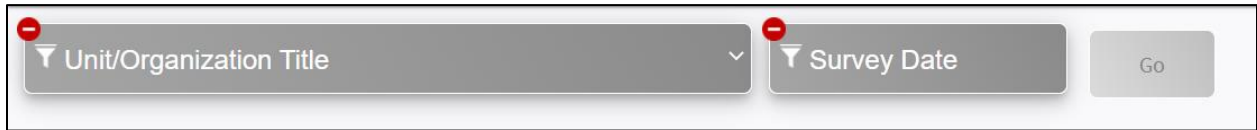

4. **The first set of boxes displays the following:**
   - **Number of Participants Registered.** This will match the total number of individuals in the roster you uploaded during the registration process.
   - **Number of Surveys Returned.** As more surveys are completed, this number will continue to grow.
   - **Response Rate.** This percentage is the number of surveys returned divided by total number of participants registered.

Participants Registered	Surveys Returned	Response Rate
46	17	37%

5. **The Daily Survey Returns graph shows the number of surveys returned each day the DEOCS has been open.** You may notice a spike in responses after you or the requesting commander/leader sends an email to the unit/organization or verbally reminds individuals that the DEOCS is available. If you see a lag/drop in responses over several days and your overall response rate is still low, it may be a good time to remind individuals to take the DEOCS.
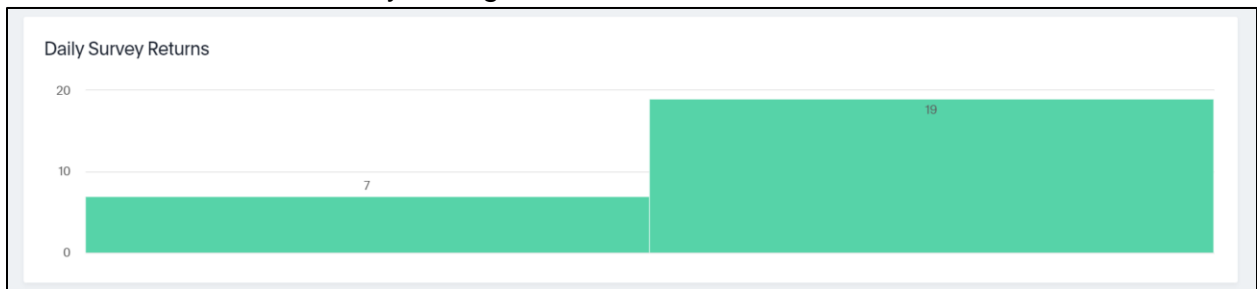
6. **The Current Response Rate table displays a more detailed view of the unit/organization information and response rate for the survey selected. This table will also display response rates by subgroup, if applicable.**

Registration ID ↑	Group	Service Component	Survey Dates	Status	Number of Participants Registered	Number of Surveys Returned	Response Rate	
44000	Overall Unit/Organization	US Naval Academy (USNA)	11/12/2020-11/20/2020	survey completed	58	66	114%	

Current Response Rate

6 rows total

7. **The Current and Previous Response Rate table displays a more detailed view of response rates by unit/organization for all surveys you are managing currently and those you have managed in the past (moving forward from Jul. 28, 2020).** If this is the first time you have requested/managed a survey in the new DEOCS portal, you will not see any response rates from previous surveys in this table. Once previous response rates are populated, you may find it useful to compare the response rate for your current DEOCS to response rates from previous DEOCS. If your DEOCS is nearing its end date and the response rate is a lot lower than other surveys, you may consider extending the end date.

Current and Previous Response Rates

Registration ID	Overall Unit/Organization ↑	Service Component ↑	Survey Dates	Status	Number of Participants Registered	Number of Surveys Returned	Response Rate	
44227	APP-786	National Guard (Air/Army/Joint)	11/09/2020-11/10/2020	survey end - not enough responses	46	1	2.2%	
44074	DateExtension1	US Air Force Academy (USAFA)	12/10/2020-12/27/2020	survey open	16	0	0%	

Updating a Survey's End Date

While a survey is open, you are able to update the end date. You cannot extend a survey if it is already closed. You may want to extend a survey past its original end date to gather more responses or you may want to close a survey early. Follow the steps below to change the end date of a survey.

1. **Log in to DEOCS portal** (https://www.drcedirect.com/all/eca-portal-v2-ui/#/login/deocs) **and select "View Existing Survey Requests."**
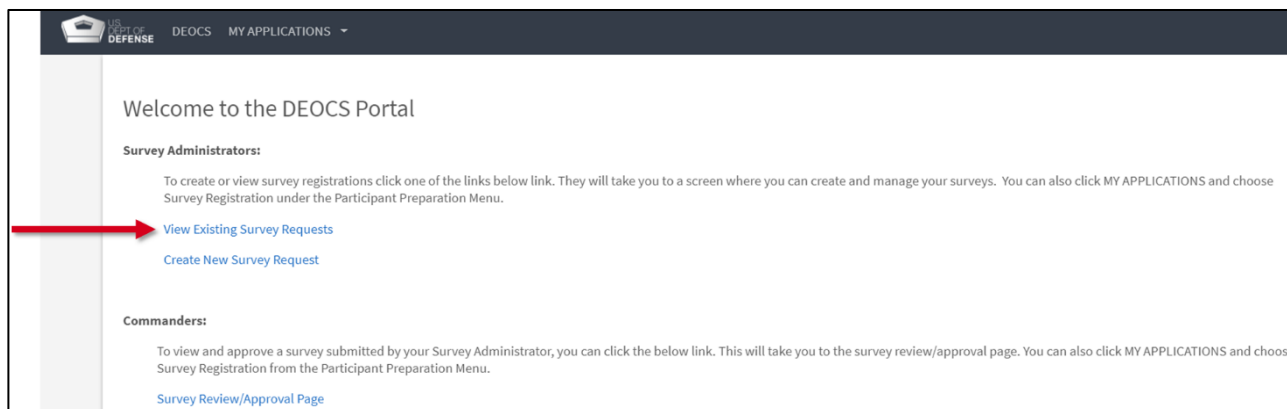
2. **Your surveys will be shown in the middle of the screen. Click anywhere on the specific survey you would like to update.** This will bring you to a new page with more information about the survey**.**

3. **Scroll to the bottom of the page and select a new date for End Date.** Extend the survey window by selecting a date in the future. You can also close the survey early. The earliest date you can close a survey is today's date; the survey will remain open for the remainder of the day.

4. **Scroll to the top of the page and select the "Done" button.**

5. **You should notify your unit/organization members about the new end date. Any auto-generated emails sent after the end date is changed will include the new end date.**

Automatic Survey Extension

Three business days before the scheduled end date of a survey, the system will check your response rate. **If the response rate is less than 30%**, the system will **automatically extend the end date by one week**. If in a week, the response rate is still below 30%, the system will automatically extend the end date one more time for a week. The survey administrator will receive an email about the automatic extension with the new end date. No action is required, but if you wish to cancel or change the automatic extension you may do so using the same process to "Update a Survey's End

Date" described above. If your respondents receive auto-generated emails from the system, reminder emails sent after the extension will include the new end date.

Contact DEOCS HelpDesk

If you have questions or have any problems using the interactive dashboard to monitor survey response rates, please contact our helpdesk at:

- deocs@datarecognitioncorp.com
- 1-833-867-5674