



DEOCS Portal: Survey Login Test

The DEOCS team designed the new DEOCS portal to ease the burden on survey administrators and participants, while also adding security features that protect participants' confidentiality and improve data quality. From Jul. 2020 to Jan. 2021 we will be testing these new features. Survey participants will access the DEOCS in one of two ways: a legacy login process similar to how participants have historically accessed the survey or a new, secure login. The table below describes the similarities and differences between the legacy and secure login processes.

Role	Legacy Login (90% of units)	Secure Login (10% of units)
Survey Participants	<ul style="list-style-type: none"> • Receive invitation from survey admin with link to survey and passcode • Access survey via passcode • Must complete survey in one sitting • Survey tampering is possible; unit members can complete the survey more than once 	<ul style="list-style-type: none"> • Receive auto-generated invitation from DEOCS portal with link and access information • Access survey by entering email / mobile phone number¹ • Can complete survey in multiple sittings by creating secure PIN • Survey tampering not possible; unit members can only complete the survey once
Survey Administrators	<ul style="list-style-type: none"> • Upload roster in DEOCS portal • Receive 1 passcode for unit or passcodes for each subgroup and must distribute to unit / subgroup • Encourage unit to respond while survey is open • Use dashboard in DEOCS portal to monitor response rates while survey is open. • Receive results for unit and subgroups, if applicable; results will not identify individual responses. 	<ul style="list-style-type: none"> • Upload roster in DEOCS portal • No passcodes; unit members will receive an auto-generated email when the survey opens that will direct them to the survey website • Encourage unit to respond while survey is open • Use dashboard in DEOCS portal to monitor response rates while survey is open • Receive results for unit and subgroups, if applicable; results will not identify individual responses.

¹ To ensure members without a military email address are members of the DoD community, the system will prompt users without a military email address to confirm their DoD affiliation by providing their DoD ID number (found on the back of their CAC) and day of birth.

New Roster Feature for Administrators

Starting Jul. 28, 2020, instead of providing unit demographics, **all** DEOCS administrators will need to upload a **roster** containing the name and contact information of all unit members to the DEOCS portal. Military email addresses are preferred, but personal email addresses (e.g., yahoo, gmail) and phone numbers may be used. This **roster** will ensure that only the correct people take the DEOCS. The roster cannot be used by commanders or anyone else within the unit to identify participants, to see who did or did not respond, or in any way tie participants' identity to their survey responses.

Login Test for Survey Participants

The DEOCS team is testing a new, **secure** method for participants to complete their DEOCS. Starting Jul. 28, 2020, participants will access the DEOCS in one of two ways; either through the **legacy login** process or the **secure login** process. Approximately 10% of units requesting a DEOCS will be randomly assigned to use the new, secure login process. After survey administrators request a DEOCS and their commander approves the request, they will receive an email containing instructions specific to the legacy login or secure login process.

Legacy Login

Similar to the DEOCS login process prior to Jul. 28, 2020, administrators will receive a unit passcode or subgroup passcodes from the DEOCS system which they will need to distribute to all potential participants indicated on the roster. Commanders and survey administrators are responsible for distributing this information to all unit members in order for them to take the DEOCS.

Secure Login

No passcodes are needed to access the survey. Instead, participants will go to the survey website and enter their email address or phone number. The DEOCS portal automatically sends instructional emails to participants, but survey administrators and commanders should still inform unit members that the DEOCS is available and encourage their participation.

Benefits of the Secure Login

The legacy login process has a few drawbacks for participants. First, unit members can only access the DEOCS with the provided passcode and if they lose the passcode, cannot get the passcode from their email, or simply do not have the passcode on hand at a convenient time, they will be unable, or less likely, to take the DEOCS. Second, participants using the legacy process are required to start and finish the survey in one sitting. The new, secure login process allows participants to re-enter the survey at any time using their email and a user-created PIN, so responses won't be lost if they are interrupted partway through. Finally, the secure login ensures that only unit members

are taking the survey, and ensures that each unit member can only take the DEOCS once.

The secure login will also improve data quality. It will allow us to more accurately aggregate results from multiple units, compare results across units, and compare results from one time period to another. Commanders can use this information to improve unit climate and respond to unit concerns with more precision.

Next Steps

OPA will test the secure login process over the next few months. We will examine whether response rates differ between the two approaches, and whether the answers provided on the survey differ. The final approach will depend on the results of these tests. We will announce any further changes to the DEOCS process prior to implementation.