



The Defense Organizational Climate Survey (DEOCS) is a tool that provides commanders and Department of Defense (DoD) leaders with important feedback about the current climate within their unit or organization. While a DEOCS is open, it is important for survey administrators, commanders, and leaders to monitor response rates to ensure that unit or organization members are participating. Response rates are also important for commanders and leaders to determine if they should conduct their own outreach for the survey. **It is important to remember that in order to receive a report, a unit/organization needs at least 16 individuals within their unit to complete the survey.**

This guide provides information on monitoring DEOCS response rates, as well as strategies to increase response rates while the survey is open.

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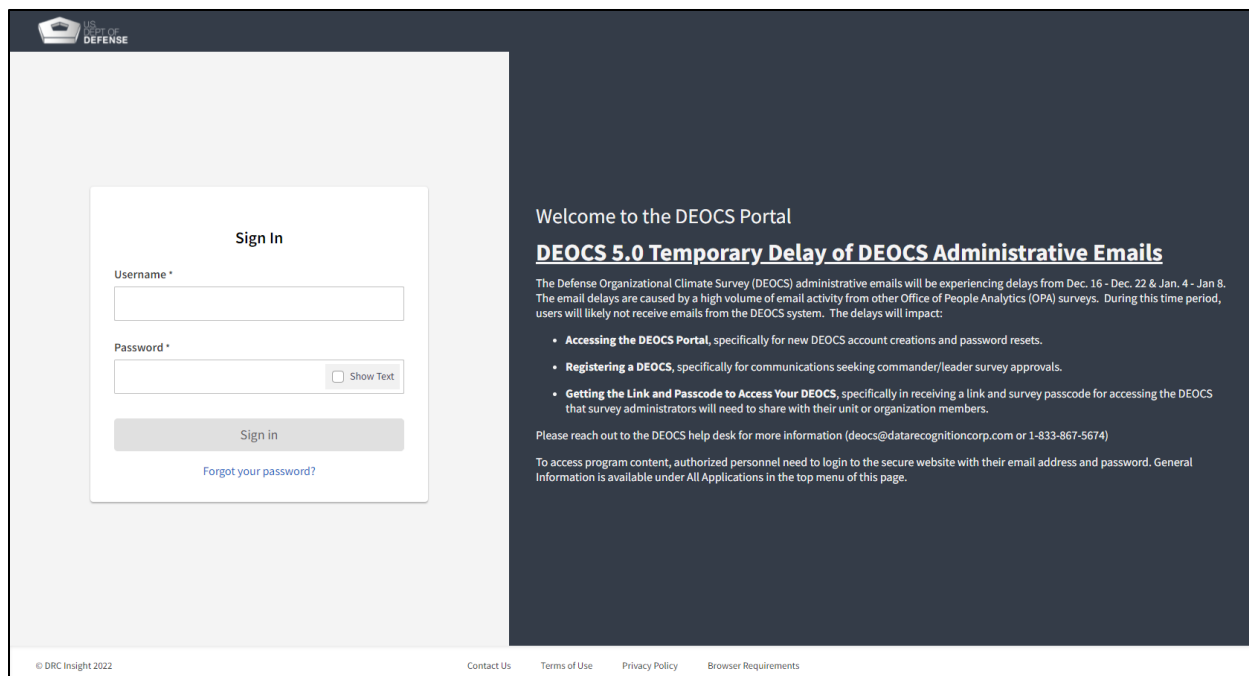
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## Monitoring Response Rates

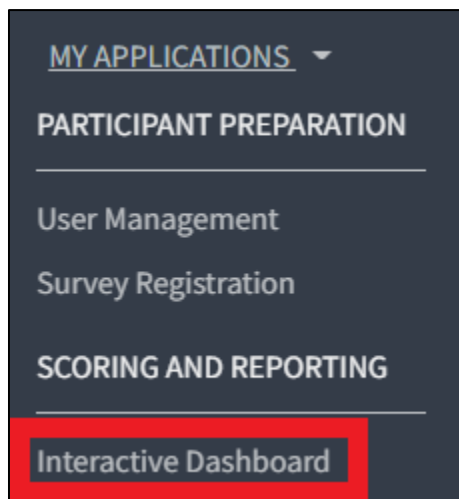
Once the DEOCS is open, survey administrators, commanders, leaders, and their supervisors can monitor response rates via the DEOCS Portal.<sup>1</sup> Monitoring response rates for the DEOCS is important. Response rates can let survey administrators, commanders, and leaders know if unit and organization members are taking the survey and help determine whether commanders and leaders should perform survey outreach personally. This section will provide a step-by-step guide for checking DEOCS response rates.

- **Step 1 – Log in to the DEOCS Portal (<https://www.drceirect.com/all/eca-portal-v2-ui/#/login/deocs>).**
  - For best results, use Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari. Internet Explorer is not a supported browser at this time.

<sup>1</sup> For more information about the different roles personnel take in managing the DEOCS, navigate to <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> and under step 1, Prepare, click on the document titled “User Roles and the DEOCS Process.”

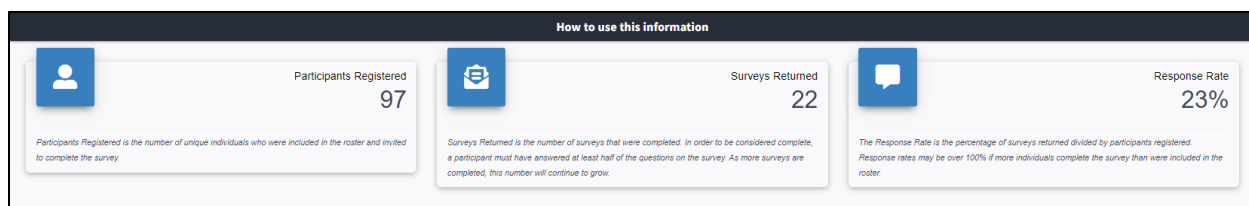


- **Step 2 – Navigate to the “My Applications” menu at the top of the page and then select “Interactive Dashboard.”**



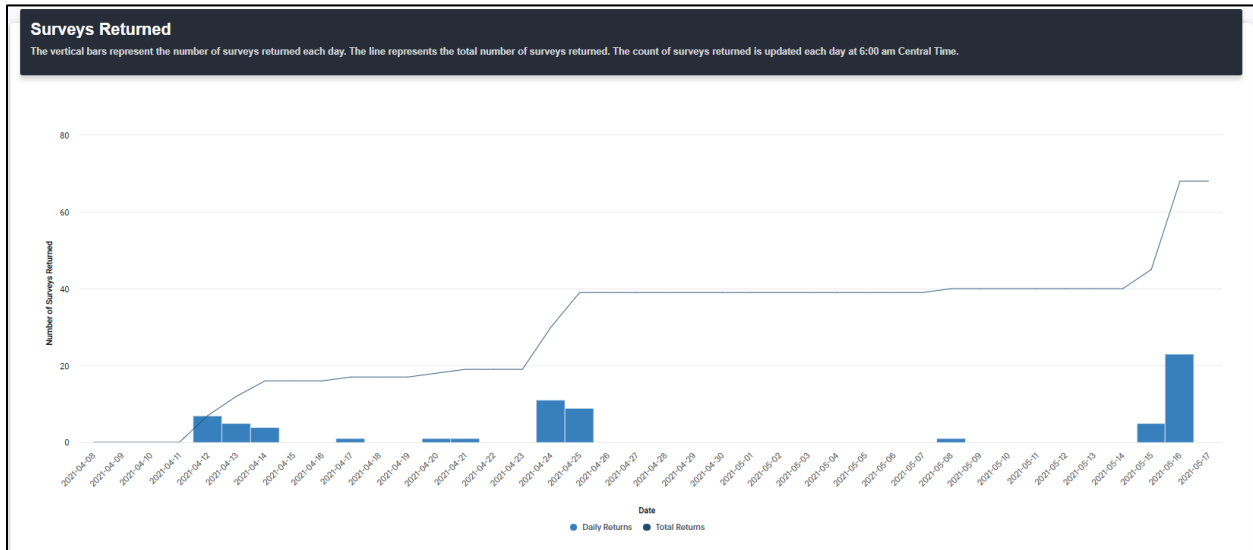
- **Step 3 – Select the “Response Rates” tab.**

- **Step 4 – Using the filters at the top of the page, select the survey you would like to view, then click “Submit.”** You can use any of the available filters to locate the survey, however, the DEOCS ID and Survey Date filter is a required selection.
- **Step 5 – Review the first three boxes displayed.**
  - **Participants Registered.** This will match the total number of individuals in the roster uploaded during the registration process.
  - **Surveys Returned.** This is the number of participants that have completed at least 50% of the items on the survey. As more surveys are completed, this number will continue to grow.
  - **Response Rate.** This is the percentage of unit or organization members who have returned a survey, or the number of surveys returned divided by the number of participants registered.



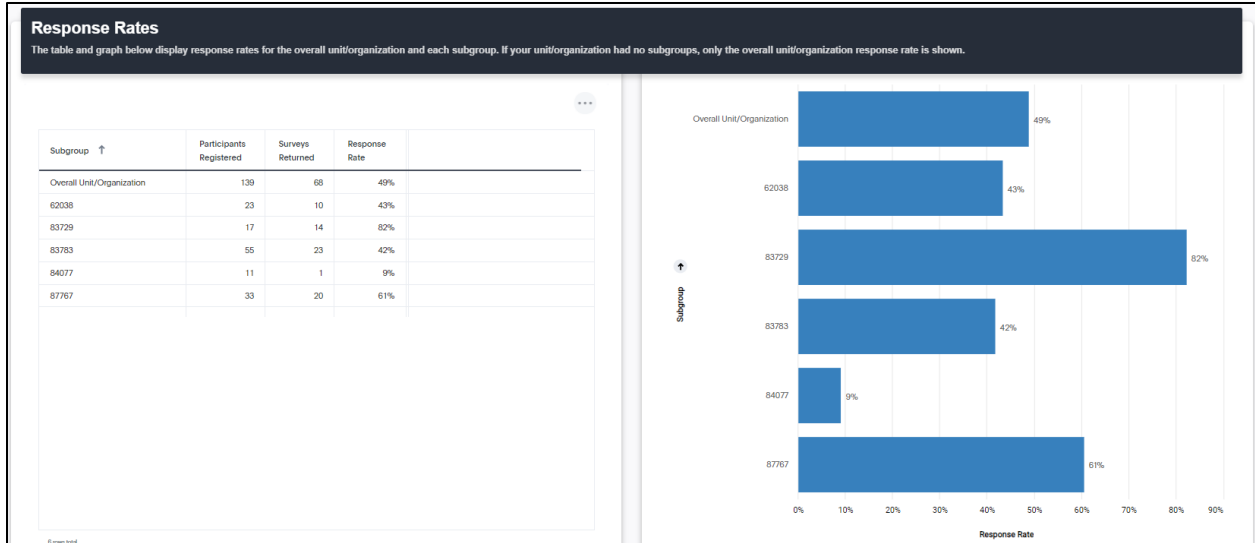
- **Step 6 – Scroll down to review the Surveys Returned graph.**
  - This graph shows the number of surveys returned each day the DEOCS has been open. The vertical columns represent the number of completed surveys each day the survey is open, while the line graph represents the total number of surveys completed.
  - Users may notice a spike in responses after an outreach effort, such as an e-mail or verbal reminder. A lag or drop in responses over several days may indicate that it is a good time to remind individuals to take the DEOCS.
  - We recommend that survey administrators, commanders, and/or leaders remind their unit or organization members to complete the DEOCS. This

may take the form of an additional e-mail sent by the commander or leader, or simply a verbal reminder to unit or organization members.<sup>2</sup>

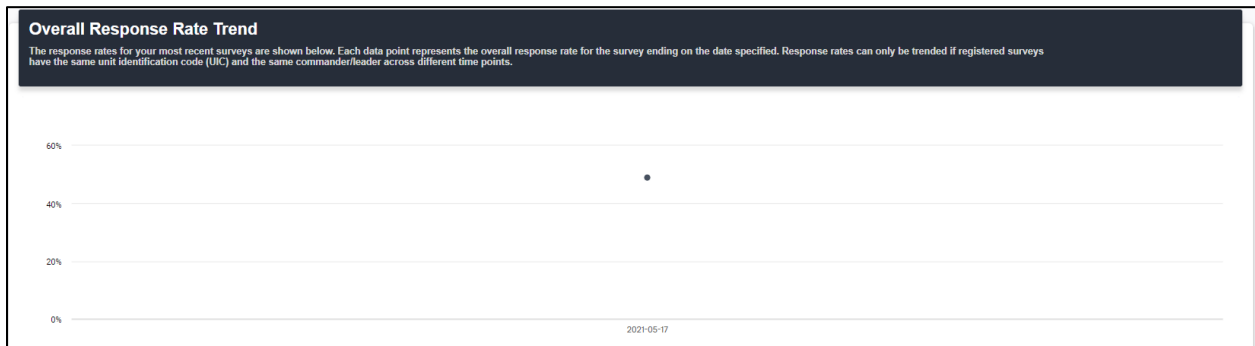


- **Step 7 – Scroll down to review the Response Rates table.**
  - This section displays the DEOCS registration information and response rates for the overall unit or organization, as well as subgroups designated in the participant roster.
  - The table on the left describes the participants registered, surveys returned, and response rate for the overall unit or organization, as well as for each subgroup designated on the participant roster.
  - The graph on the right presents a visualization of the response rate for the overall unit or organization and for each subgroup designated on the participant roster.

<sup>2</sup> For an e-mail template that commanders and leaders can use to conduct their own outreach, navigate to <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> and under step 2, Conduct, select the document titled “Template Emails for Commanders and Leaders.”



- **Step 8 – Review the Overall Response Rate Trend graph at the bottom of the page.**
  - This graph displays response rates for all DEOCS 5.0 surveys with the same unit identification code (UIC) and the same commander or leader.
  - If there are no previous DEOCS 5.0 surveys that meet the above criteria, you may only see the response rate from the current survey.
  - Survey administrators, commanders, and leaders may find it useful to compare the response rate for a current DEOCS administration to response rates from previous DEOCS administrations.
  - If a DEOCS is nearing its end date with a much lower response rate than previous surveys, survey administrators, commanders, and leaders may consider extending the end date.



## Strategies to Increase Response Rate

It is important to have the highest response rate possible for the DEOCS. A higher response rate means more unit and organization members were able to voice their opinion, providing a more accurate view of the unit or organization as a whole. This section provides strategies that can be used to increase DEOCS response rates.

## Outreach

Low or slowed response to the DEOCS may indicate that survey outreach is needed. In this case, the commander or leader should reach out to their unit or organization members to increase participation and encourage them to take the DEOCS. This section will outline a number of helpful outreach strategies.

- **Kick-Off Events.** A unit or organization may have a DEOCS kick-off event to set the tone for the DEOCS opening. Some units or organizations may develop a theme to go along with the survey, put up posters, hand out flyers, or generally message the importance of taking the survey to unit and organization members.
- **Daily Announcements.** The survey administrator, commander, or leader may choose to discuss the DEOCS during daily announcements to message its importance to unit and organization members.
- **Meet and Greet with the DEOCS Team.** The survey administrator, commander, or leader may hold small gatherings or events to interact with unit or organization members while the DEOCS is open. These events can encourage unit and organization members to interact with the survey administrator, commander, or leader, and provides opportunities for the DEOCS team to discuss the survey and encourage participation. These types of events can also provide unit and organization members an opportunity to ask any questions about the DEOCS.
- **Outreach E-mails.** Commanders and leaders may want to personally provide outreach via e-mail. Personal outreach can help increase buy-in for unit or organization members and underline the important of the DEOCS.<sup>3</sup>

## Survey Window Auto-Extension

During the registration process, survey administrators can opt-in to the auto-extension feature. If you opt-in, three business days before the scheduled end date of a survey, the DEOCS Portal will automatically extend your survey by one week if you have:

- **Fewer than 16 surveys have been returned (i.e., fewer than 16 participants), or**
- **A response rate of less than 30%.**

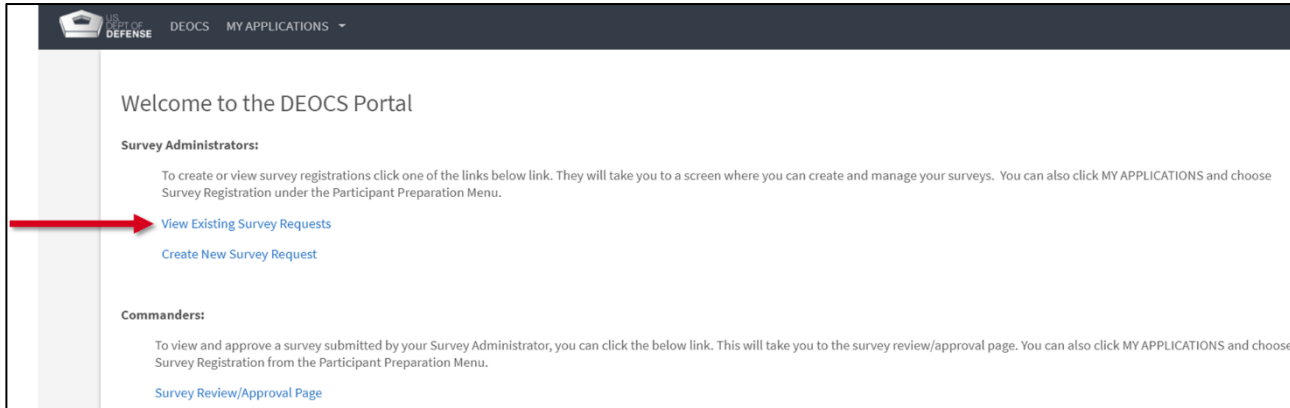
If after the one week extension the survey still has fewer than 16 participants and/or the response rate is still below 30%, the system will automatically extend the end date an additional week. **Remember that you will need at least 16 participants in order to receive a report!**

The survey administrator will receive an e-mail about the automatic extension with the new end date. No action is required, but if survey administrators wish to cancel or change the automatic extension, they may do so using the process outlined below. If

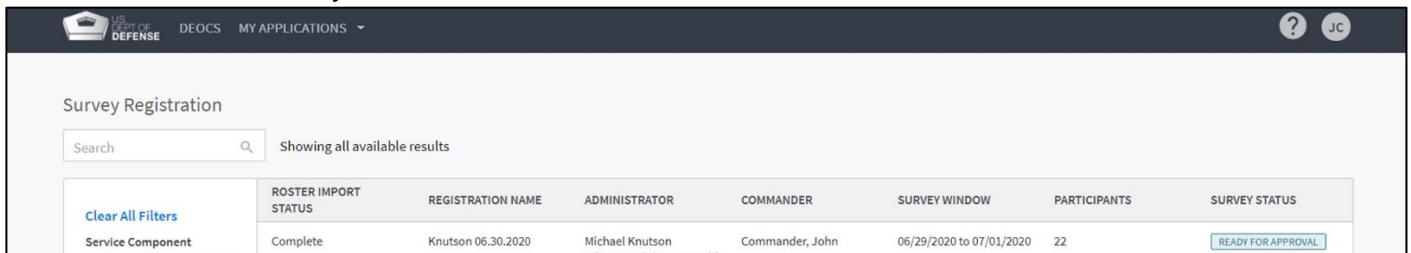
<sup>3</sup> For a template that commanders and leaders can use to e-mail unit and organization members, navigate to <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> and under step 2, Conduct, click the document titled "Template Emails for Commanders and Leaders."

participants receive auto-generated e-mails from the system, reminder e-mails sent after the extension will include the new end date. Survey administrators should inform commanders and leaders of the new extended close date.

- **Step 1 – Log in to DEOCS Portal (<https://www.drceidirect.com/all/eca-portal-v2-ui/#/login/deocs>) and select “View Existing Survey Requests.”**



- **Step 2 – A list of available surveys will be shown in the middle of the screen. Click anywhere on the specific survey to be updated.**
  - Clicking here will open a new page with more information about the survey.



- **Step 3 – Scroll to the bottom of the page and select your preference for the Survey Window Automatic Extension.**
  - To enable the automatic extension, ensure the box is unchecked. To opt out of the automatic extension, ensure the box is checked.

## Survey Window Automatic Extension

### Automatic extension opt out

The system will monitor response rates for your survey. Three days before your scheduled end date, if your response rate is less than 30% or there are less than 16 participants, the system will automatically extend your survey end date by one week. This automatic extension will happen up to 2 times. Click here if you DO NOT want your survey to automatically extend. Please note you cannot reopen your survey once it closes.

- **Step 4 – Scroll to the top of the page and select the “Done” button.**
- **Step 5 – If participants receive auto-generated e-mails from the system, reminder e-mails will include the appropriate close date.**
  - Survey administrators should inform commanders and leaders of the any changes to the end date.

### Manually Extend the Survey

While a survey is open, survey administrators may manually extend their DEOCS. **In order to receive a report, you will need at least 16 returned surveys (i.e., 16 participants).** If your survey is nearing its end date and you do not have at least 16 participants, you should extend the end date to ensure you do. **A survey cannot be reopened if it has already closed.**

Users may also want to extend a survey past its original end date to gather more responses or close a survey early if the response rates are exceptionally high. Follow the steps below to change the end date of a survey.

- **Step 1 – Log in to DEOCS Portal (<https://www.drceadirect.com/all/eca-portal-v2-ui/#/login/deocs>) and select “View Existing Survey Requests.”**

The screenshot shows the DEOCS Portal interface. At the top, there is a navigation bar with the Department of Defense logo, 'DEOCS', and 'MY APPLICATIONS'. Below this, the main content area is titled 'Welcome to the DEOCS Portal'. Under the heading 'Survey Administrators:', there is a paragraph of text and two links: 'View Existing Survey Requests' and 'Create New Survey Request'. A red arrow points to the 'View Existing Survey Requests' link. Below this, under the heading 'Commanders:', there is another paragraph of text and a link: 'Survey Review/Approval Page'.



- **Step 2 – A list of available surveys will be shown in the middle of the screen. Click anywhere on the specific survey to be updated.**
  - Clicking here will open a new page with more information about the survey.

ROSTER IMPORT STATUS	REGISTRATION NAME	ADMINISTRATOR	COMMANDER	SURVEY WINDOW	PARTICIPANTS	SURVEY STATUS
Complete	Knutson 06.30.2020	Michael Knutson	Commander, John	06/29/2020 to 07/01/2020	22	READY FOR APPROVAL

- **Step 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. Survey administrators can close a survey early and if the survey date is set to close on the present day, the survey will remain open for the remainder of the day.

**Survey Window**

The DEOCS start date and end date times are based on the North American Central Time Zone (CT). Therefore, due to differences in time zones, please allow additional time as needed when selecting start and end dates.

Start Date \*

02/01/2022

The survey will become available at 12:01 A.M. Central Time.

End Date \*

03/01/2022

The survey will close at 11:59 P.M. Central Time.

- **Step 4 – Scroll to the top of the page and select the “Done” button.**
- **Step 5 – Notify unit or organization members about the new end date. Any auto-generated e-mails sent after the end date was changed will include the new end date.**

## Contacting the DEOCS Help Desk

If you have questions or any problems using the Interactive Dashboard to monitor survey response rates, please contact our help desk at:

- [deocs@datarecognitioncorp.com](mailto:deocs@datarecognitioncorp.com)
- 1-833-867-5674