



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. More specifically the *DEOCS* asks questions about a participant’s experience within their unit, organization, Military Service Academy (MSA), or MSA Preparatory School and their views of their leadership. This document details how the Office of People Analytics (OPA) safeguards participants’ personally identifiable information (PII) and their responses, provides support to participants having trouble accessing the survey, provides tips for troubleshooting issues, and describes how *DEOCS* results are reported.

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How Does OPA Safeguard My Information?

The DoD Office of People Analytics (OPA), who oversees the *DEOCS*, is committed to safeguarding the information of all participants who take the survey. The *DEOCS* system has privacy policies and secure technology in place to protect all PII (including emails, phone numbers, and DoD IDs used to access the survey) and to ensure that survey responses cannot be linked back to individuals. This section further details how participant PII is safeguarded.

- **Survey administrators, commanders, and leaders cannot view who has or has not completed the *DEOCS*, nor can they access an individual participant’s survey responses.** Your responses are combined with the responses of everyone else in your unit or organization who took the survey. Consistent with industry standard practices, PII from *DEOCS* rosters (e.g., e-mail addresses) is used for outreach and identity verification purposes (to ensure that each person can only take the survey once) and is never included in any report. While open-ended responses are only reported with other comments from people in the unit or organization, they are not edited. We encourage participants to make sure they do not include PII in their open-ended survey responses.
- **OPA’s practices meet the highest standards of records management and privacy.** The *DEOCS* team has decades of experience collecting and storing

sensitive personnel data on behalf of the DoD. Any PII data we collect is stored separately, in a restricted file, from *DEOCS* responses. Survey answers are confidential to the extent that the law permits. Under state and federal law, certain circumstances may require us to break confidentiality. For example, if a participant indicates a direct threat to harm yourself or others within responses.

- **We only report results for subgroups with five or more participants.** OPA reports results to unit commanders and organization leaders at the overall unit or organization level as well as by certain subgroups, such as those designated by the command and those based on sex, race, ethnicity, or pay grade. The presentation of results for different subgroups enables commanders and leaders to better understand the nuances of their unit's or organization's climate and ensures that no group is overlooked. To protect participants' privacy, commanders and leaders will only receive subgroup reports for closed-ended questions if at least five participants respond. If your survey included multiple subgroups and only one subgroup had fewer than five responses, it will be combined with the reportable subgroup that had the next lowest number of participants. For example, if subgroups included on a *DEOCS* were Administration with three participants, Operations with six participants, and Logistics with nine participants, the Administration subgroup results would be combined with the Operations subgroup results. Additionally, for subgroups based on respondent identified demographic characteristics, subgroups are considered in sets. If one subgroup in a set does not have five or more participants, no subgroups in that set are reported. For example, if there are only two female respondents, results are not provided for either female or male subgroups. For combined reports, if only one subgroup out of the selected had results that were not reportable for a given factor, demographic category, or question, all results for the given item(s) will not be displayed. This protects the one nonreportable subgroup. For example, nine of the 10 subgroups selected for a combined report have reportable results for *Cohesion*, but one has a not reportable result for *Cohesion*. The combined report must exclude results for *Cohesion*.

What If I Have Trouble Logging in to the Survey?

Make sure you are entering the correct DoD ID, e-mail, or phone number. The DoD ID, e-mail, or phone number that you enter must match the information that was listed on the roster, provided by your survey administrator. It could be the case that you are entering valid information but cannot access the survey because your administrator did not list that information on the roster. The e-mail or phone number provided on the roster may be either a DoD or personal one. If you receive an error message and cannot access the survey, consider entering the e-mail address for the inbox where you received the e-mail invitation for taking the *DEOCS*, or contact your survey

administrator and ask them to confirm the information you should be using to access the survey.

Make sure you are entering the correct PIN. The current *DEOCS* system cannot recover forgotten PINs and participants are not able to create a new one. If you are unable to remember your PIN, any questions you answered prior to saving the survey or after being timed-out due to inactivity will be submitted when your unit's or organization's *DEOCS* closes.

If you are using a DoD computer, try accessing the survey using a personal computer or a mobile device. Firewalls in military/government networks can prevent participants from accessing the survey. Try accessing the survey using a non-DoD computer or a mobile device (i.e., cell phone, tablet). Alternatively, you can ask your local IT support to whitelist the *DEOCS* website (<https://www.surveysdrc.com/DEOCS>).

Why Am I Being Asked to Enter My DoD ID?

You can take your unit's or organization's *DEOCS* by entering your DoD ID if it was listed on the roster. However, in some cases, *DEOCS* participants who enter a different type of information (e-mail or phone number) when accessing the survey may be asked to enter their DoD ID. Entering a DoD ID allows the *DEOCS* system to confirm a participant's identity and check it against administrative information. **At no point is the personal information provided when first accessing the *DEOCS* (i.e., e-mail, phone number, DoD ID) stored with a participant's survey responses, nor is it reported to unit/organization leaders.**

Why Do I Need to Create a PIN? What If I Forget it?

To log in to the survey, you must first create a four-digit personal identification number (PIN). This PIN is used to protect your privacy and allows you to re-enter the survey where you leave off if you do not complete it in one sitting. We encourage you to safeguard your PIN to prevent unauthorized access to your survey.

If you forget your PIN, we cannot recover it for you, you cannot create a new one, and you will not be able to re-enter your survey. Any questions that you answered prior to saving the survey or being timed-out due to inactivity will be submitted when your *DEOCS* closes.

How Are *DEOCS* Results Reported to Leadership?

The majority of *DEOCS* questions measure one of 19 protective or risk factors (e.g., *Connectedness* and *Toxic Leadership*, respectively).¹ Participants' answers to all *DEOCS* questions are combined in any report that is provided to leadership.

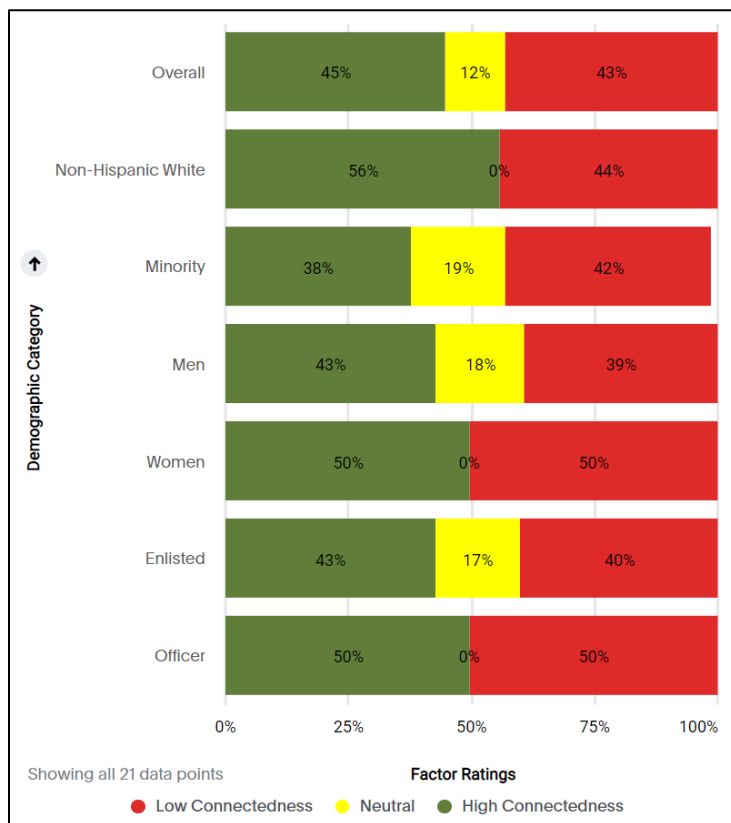
¹ To see how items on the *DEOCS* relate to the 19 factors, click [here](#), and under step 1, "Prepare," click the document titled "DEOCS 5.1 Questions by Factor/Topic."

Unit/organization-level factor ratings for protective and risk factors

Factor ratings are created by combining multiple questions on the survey. Factor ratings are reported for the unit or organization overall. This means that we do not report individual responses, only the combined (i.e., aggregated) responses from individuals who completed the survey for the unit/organization.

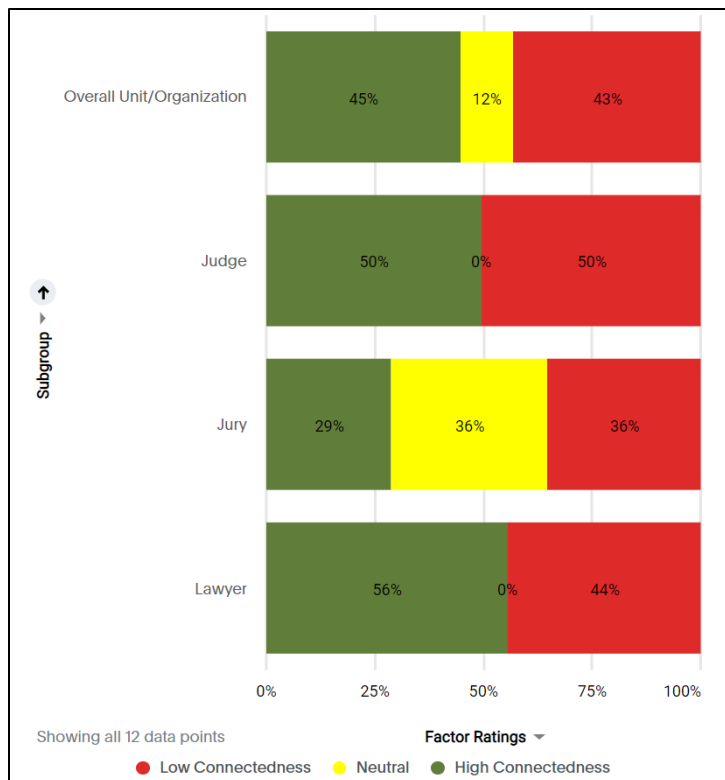
Factor ratings for demographic and occupational groups within the unit or organization

Similar to the way factor ratings are displayed for the overall unit or organization, factor ratings are also displayed by various demographic groups, for example, by race or by sex. As an example, the figure below displays the factor ratings for *Connectedness* by different demographic groups. Results are only displayed by demographic groups if there are five or more responses. Like other factor ratings, these results are only an aggregate summary of responses for a unit or organization, protecting the privacy of any participant in the unit or organization.



Factor ratings of subgroups in a unit or organization

Some units or organizations choose to identify subgroups. If a unit or organization identified subgroups during registration, *DEOCS* results will be displayed for each subgroup if there are more than five subgroup participants. If a unit or organization included multiple subgroups and only one subgroup had fewer than five responses, it will be combined with the reportable subgroup that had the next lowest number of participants. Again, using *Connectedness* as an example, below we show how the subgroup factor ratings are displayed for subgroups.



Open-ended responses (written comments)

Responses to open-ended questions are provided to the unit commander or organization leader if at least 16 responses are provided. If your survey included multiple subgroups and only one subgroup had fewer than 16 written responses, it will be combined with the reportable subgroup that had the next lowest number of participants. **Participants should not provide any PII in their open-ended responses** as leadership receives comments **exactly** as they are written in the survey. For example, please refrain from writing a response that is specific enough that someone could recognize the people involved. Your answers to open-ended questions are confidential to the extent that state and federal law permits. Certain circumstances may require us to break confidentiality. For example, if you indicate a direct threat to harm yourself or others within your responses.

Combined subgroup reports and combined *DEOCS* reports

The *DEOCS* Interactive Dashboard now allows for subgroups to be combined into one report and for multiple *DEOCS* reports to be combined into one report. This allows leadership to create reports that can be used as a comparison point for individual subgroups or the unit or organization.

Whom Do I Contact If I'm Encountering Difficulties While Taking the Survey?

If you are experiencing issues while taking the survey, please contact the *DEOCS* Help Desk at:

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

If you have questions about *DEOCS* content, purpose, or participant privacy, please contact the *DEOCS* Help Desk at:

- DEOCS_Support@forsmarsh.com