



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.
- **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. Our practices are compliant with all DoD policies regarding information collection and human subjects research protections, and 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 based on gender, race, ethnicity, or pay grade. However, to ensure participants' privacy, results for subgroups with fewer than five responses are not reported. For example, if only two women in a unit complete the DEOCS, women-only results will not be provided to the unit's leaders—only overall results for men and women combined. The presentation of results for different subgroups enables commanders and leaders to better understand the nuances of their unit or organization's climate and ensures that no group is overlooked.

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/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 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 out 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 unit 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.

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

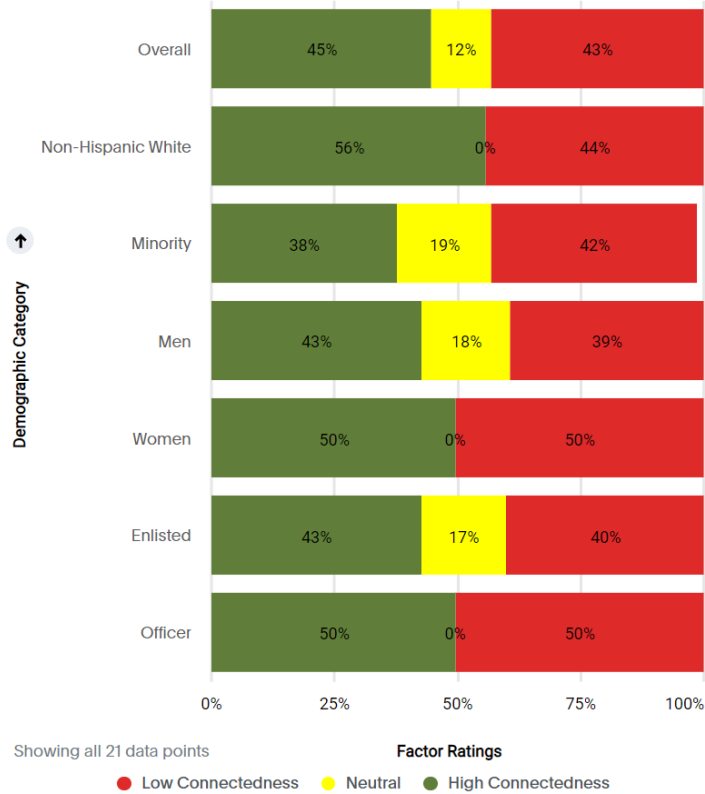
Factor ratings are created by combining multiple questions on the survey. Factor ratings are reported for the unit or organization overall. This means that we do not report individual responses, only the combined (i.e., aggregated) responses from individuals who completed the survey for the unit/organization.

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 gender. As an example, the figure below displays the factor ratings for *Connectedness*

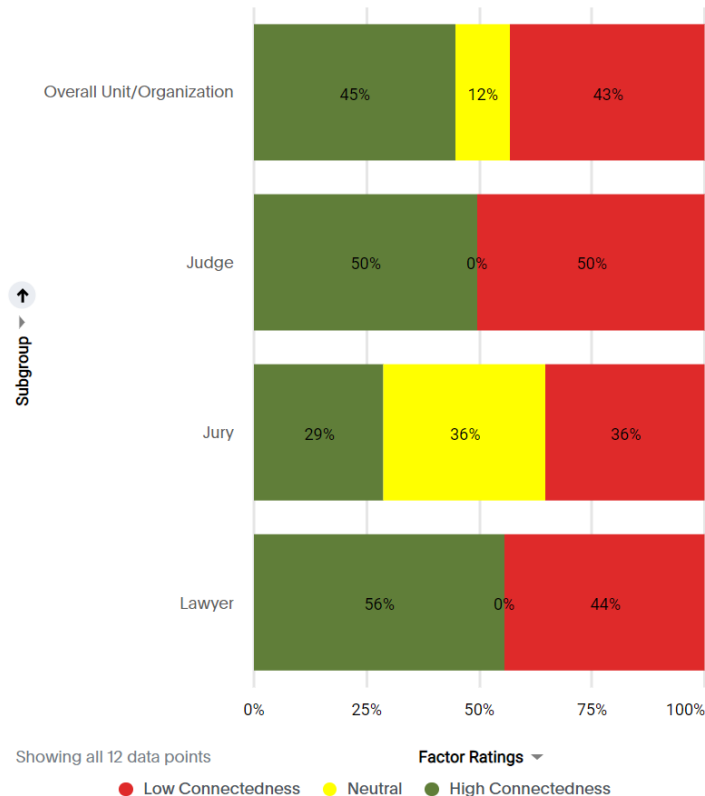
¹ To see how items on the DEOCS relate to the 19 factors, navigate to <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> and under step 1, Prepare, click the document titles "DEOCS 5.0 Questions by Factor/Topic."

by different demographic groups. Results are only displayed by demographic groups if all groups have 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. Again, using *Connectedness* as an example, below we show how the subgroup factor ratings are displayed for subgroups.



Short answer responses

Responses to the short answer questions are provided to the unit commander or organization leader **exactly** as they are written in the survey if at least 16 responses are provided. Because of this, **participants should not provide any PII in their short answer responses**. For example, please refrain from writing a response that is specific enough that someone could recognize the people involved. Your answers to short answer 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.

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