



### GENERAL

#### What is the DEOCS?

The Defense Organizational Climate Survey (DEOCS) is a confidential, command-requested organization development survey focused on issues of organizational effectiveness, equal opportunity, and sexual assault response and prevention. The DEOCS program is managed and administered by the Office of People Analytics (OPA), a DoD component under the Office of the Under Secretary of Defense for Personnel and Readiness and the Defense Human Resources Activity.

#### What is a survey administrator?

The survey administrator, in most cases, is the requestor of the DEOCS assessment. The survey administrator is usually a DEOMI-trained Equal Opportunity (EO) advisor or someone who is serving as the EO advisor to the commander. However, anyone directed by the requesting commander can serve as the survey administrator. The survey administrator is responsible for overseeing the assessment process to include requesting, receiving, and distributing the survey and survey results.

#### Can there be more than one survey administrator for the same unit?

No. There can only be one official survey administrator for each DEOCS request made.

#### Can contractors take the DEOCS?

No. The guidance on this is located in *DoDM 8910.01-V2, June 30, 2014* Section (4), page 17. Contractors with the federal government are considered to be members of the public for information collection purposes, and OMB approval is required to collect information from them.

#### What is OPA doing to meet the SECDEF requirement to enhance commander accountability?

To ensure this requirement is being met, OPA has enabled a couple of features in its command climate survey request form and notification emails.

- Survey administrators will use the new DEOCS portal to request a DEOCS. The DEOCS portal requires that survey administrators enter the requesting commander's and the commander's supervisor's (the next level up in the chain of command) information for each DEOCS request.
- After the survey administrator has submitted the survey request in the DEOCS portal, both the commander and the commander's supervisor will receive a notification email that a command climate survey has been requested by the command.

- The requesting commander must then log into the DEOCS portal and review the DEOCS request; he or she must approve or deny it. The DEOCS will not start until the commander has approved it.
- Upon survey completion and the report being generated, the requesting commander, commander's supervisor, and the survey administrator will all receive a notification email stating the survey has been completed and the report has been generated. Reports will be available in the DEOCS portal through an online reporting tool that also gives users the option to download all or a portion of the results to a PDF.

### **How many people do I need to have assigned to my unit to conduct a DEOCS?**

The DEOCS is a unit-level assessment tool. A minimum of 16 responses are required to generate a DEOCS report. If you have fewer than 16 assigned personnel, an alternative method such as interviews or focus groups should be used. Contact your local Equal Opportunity Advisor (EOA), program manager, or Equal Opportunity (EO) Service Headquarters to ensure you are complying with your Service's policy.

### **What different options are available to complete the DEOCS survey?**

All DEOCS surveys must be completed on the internet using any computer with an internet connection or a mobile device (smartphone, tablet). Paper surveys are no longer an option.

### **What are the steps to conduct a DEOCS for my unit?**

All DEOCS requests will be made through the secure, online DEOCS portal. Please refer to the help documents within the portal or on <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> for detailed instructions on the steps. You can access the portal by going to <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> and clicking on "Request DEOCS" under step 2, "Conduct." In general, the steps to start a DEOCS are:

- Self-register for an account in the DEOCS portal.
- Prepare a roster of all individuals in the unit.
- Use the DEOCS portal to submit all necessary information to request a survey.
- The requesting commander will receive an email instructing them how to login to the portal and review your DEOCS request. The requesting commander must approve the survey request in the portal in order for the DEOCS to start.
- After the DEOCS has started, the requesting commander or survey administrator can remind individuals in their unit to complete the survey.
- Survey administrators can monitor response rates while the DEOCS is fielding. If response rates are low, you can extend the survey end date to allow more individuals to complete the survey.
- Once the DEOCS ends, results will be available in the DEOCS portal within 72 hours. The survey administrator, requesting commander, and commander's supervisor will receive an email when results are ready.

### **Can survey respondents reenter the survey once they start it?**

Most survey participants will not be able to reenter the survey once it is started. We are also testing a version of the survey that will allow users to reenter the survey once it is started. In this case, survey respondents will create a PIN at the start of the survey. This will allow them to exit and restart as needed. If the test is successful, this new approach will be used for all future DEOCS.

### **The request area is asking me for a “Unit Type.” Can you explain the list?**

Each Service has its own list of unit types. Unit types are overall activities or functions within each Service (e.g. Aviation, Medical, Infantry, Support, etc.). If you have questions about which unit type to select, contact your Service MEO headquarters.

### **What is the completion rate needed to receive a meaningful report?**

The DEOCS averages a 40% response rate DoD-wide. OPA does not recommend a specific percentage of completion to receive a meaningful report. Remember that the higher the completion rate, the higher the confidence level of your unit’s perceptions, feelings, and opinions.

### **How will the DEOCS protect respondents’ privacy?**

All standard, IRB and privacy-compliant protocols for data protection used in all OPA surveys are in place for this effort. The DEOCS portal will only show overall results for a unit. If there are fewer than five respondents, the responses for that question or group will not be reported. For example, if only four females in a unit responded to the survey, results will not be shown by gender. This protects privacy of the individuals in a unit and means it will not be possible to tie responses to particular individuals.

We will also be testing a new method of survey administration that will require EOAs to provide a roster of all unit members and then will require survey takers to identify themselves (via their email address). This will ensure that people who are taking the survey are members of the unit and that no one can take the survey more than once.

## **REQUESTING A DEOCS IN THE NEW DEOCS PORTAL**

### **What is the new DEOCS portal?**

DEOCS requests for new surveys and data used to be handled on separate online platforms. The new DEOCS portal launched on July 28, 2020 and it serves as a comprehensive website where you can request a survey, manage it, and get the survey results. Going forward, it will store all of your past survey requests and results so you can login to your account and refer back to them at any time.

### **Why is there a new online portal for the DEOCS?**

The old survey process required that requests for DEOCS, management of surveys, and results all be handled in separate systems. The new DEOCS portal streamlines

this process. It launched on July 28, 2020 and serves as a comprehensive website where survey administrators and commanders can request a survey, manage it, and get the survey results. Going forward, it will store all past survey requests and results so users can login to their account and refer back to them at any time. The new portal will be owned by the Government, which will provide the Department greater flexibility, security, and control of the DEOCS.

### How is the new portal different from the old survey platform when requesting a DEOCS?

The new DEOCS portal is the place where survey administrators request a survey, manage it, and get the survey results. Going forward, it will store all of your past survey requests and results. The new portal has a different look and feel from the old survey platform; it also asks for some new information when requesting a DEOCS and has an updated workflow. A summary of changes is below, and these FAQs and the help section in the portal contain more detailed information about each of the changes.

- Survey administrators need to self-register (i.e., set up an account for themselves) when they log into the new portal for the first time.
- Survey administrators will have to upload a roster of individuals in the unit. The roster must be a CSV file and must include first name, last name, and email for everyone in the unit that should receive a survey. Phone numbers can be included if some individuals do not have an email address and subgroups or subunits can be included if needed. You can download a roster template in the portal. An example of what the roster should look like is below:

	A	B	C	D	E	F
1	First Name	Last Name	Email Address	Mobile Phone Number	Subgroup Name	
2	John	Doe	JohnDoe@test.com	777-888-9999		
3	John	Smith	JohnSmith@test.com	777-888-7777		
4						

- You have the option to customize the DEOCS by adding multiple choice questions (formerly known as locally developed questions or LDQs) and short answer questions.
- Once an administrator submits a DEOCS request, the survey cannot begin until the commander logs into the portal and approves the survey request.
- Paper surveys will no longer be available.
- You will **not** need to provide demographic information about your unit, including sex by rank/grade.

### Where do survey administrators go to request a survey in the DEOCS portal?

Survey administrators go to <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> and click “Request a Survey” under Step 2. This link will redirect to the DoD DEOCS portal, where survey administrators will complete the survey request process.

## What information do I need to have available when I make a survey request in the DEOCS portal?

You will need the following information to complete the DEOCS request form in the portal:

- Service component
- Roster of individuals in organization in a CSV file, including:
  - First name
  - Last name
  - Email address (DoD-issued email address preferred, but can be personal email address for those without a DoD-issued email account)
  - Mobile phone number (optional)
  - Subgroup name (optional)
- Command Level
- Unit Identification Code (UIC) (USN, USMC, & USA Only)
- Personal Accounting Symbol (PAS) (USAF Only)
- Operational Facilities (OPFAC) (USCG Only)
- Unit Type
- Unit Title
- Unit City
- Unit State
- Unit Zip
- Reason for DEOCS request (i.e., initial request for commander assuming new position, to meet the annual requirement, ad hoc or out of cycle)
- Name/email/phone number of commander/director
- Name/email/phone number of commander/director's supervisor
- Survey start and end dates
- Optional custom questions: select up to 10 multiple choice questions (formerly known as locally developed questions or LDQs) and up to five short answer questions from the question bank (no option to write your own)

## How do I verify commander approval or consent for the DEOCS?

Because the DEOCS is an assessment for a commander, it is necessary for the survey administrator to acknowledge that they have (1) obtained consent from the commander to request the assessment and (2) obtained consent from the commander to receive the DEOCS report. In the DEOCS portal, the survey administrator will enter the commander's name and email; an email will be sent to the commander asking him/her to log in to the portal and approve or deny the DEOCS request. Once the commander has done this, the survey administrator will be notified and the DEOCS will begin on the specified start date.

### **Is it possible to administer a DEOCS without obtaining the commander's consent?**

No. The commander of the unit requesting the DEOCS must approve the request. In the DEOCS portal, the survey administrator will enter the commander's name and email; an email will be sent to the commander asking him/her to log in to the portal and approve or deny the DEOCS request. Once the commander has done this, the survey administrator will be notified and the DEOCS will begin on the specified start date.

### **Once a request for the DEOCS is made, does the commander receive a notification?**

Yes. Part of the DEOCS request requires that the survey administrator enter the commander's name and email; once the administrator has submitted the DEOCS request, the commander receives an email and must log in to the portal to approve or deny the DEOCS request. Once approved, the DEOCS will begin on the specified start date.

### **Why do I have to provide my commander's supervisor's information?**

The Secretary of Defense released a Sexual Assault Prevention and Response memo dated 6 May 2013. This memo levies an additional requirement on all commanders who conduct command climate surveys. The requirement states the following: ***“Enhancing Commander Accountability.*** To enhance accountability and improve insight into subordinate command climate, the USD (P&R) shall require that the results of FY13 National Defense Authorization Act-mandated annual command climate surveys will now also be provided to the next level up in the chain of command.”

### **Who can request a DEOCS?**

The survey is available to all Department of Defense (DoD) agencies and administered by request of the unit commander/director. Commanders/directors can authorize a responsible member, preferably an equal opportunity advisor (EOA, CCS, CMEQ, EOR, MEO, etc), within their organization to act as the survey administrator and make the request on their behalf. DEOCS results are provided to the survey administrator, requesting commander/director, and the commander's/director's supervisor through the DEOCS portal.

### **What password options are available to take the DEOCS?**

The unit receives one password that the survey administrator must distribute to everyone in the unit. If you are conducting a DEOCS with subgroups or subunit breakouts, the administrator will receive a single password for each subgroup.

Print passwords are no longer available.

We are also testing a version of the survey that doesn't require passwords, as a possible way to make it easier for Service members to take the DEOCS. In this test



version, members enter their email address in order to take the survey. A sub-set of units are part of testing this new system. If the test is successful, this new approach will be used for all future DEOCS. Survey administrators will know if their unit is part of this test by looking at the email they receive when their DEOCS has been approved. This email will tell them if individuals in their unit will receive automated emails from the system; if it says this, this unit is part of the test.

### **How long should the DEOCS be available for my unit's/organization's members to complete it?**

To help ensure all of the organization's members have an opportunity to complete the survey, we recommend the survey be available for 20 business days (i.e., four work weeks). While this should be a sufficient amount of time for everyone to complete the DEOCS, the survey administrator should closely monitor survey response rates and inform leadership so that, in the event response rates are lower than sought, they can update the survey end date in the DEOCS portal. Survey administrators will be able to monitor response rates in the DEOCS portal.

### **Are commanders and survey administrators able to use subgroups/breakout groups?**

Yes, this functionality is available in the DEOCS portal. You will need to determine how you want the DEOCS administered prior to making your request. When you're ready, you will upload a roster of everyone in the unit and identify subgroups in the roster by adding a column titled "Subgroup Name" to the roster you upload in the DEOCS portal. For everyone listed on your unit's roster, you will identify which subgroup or section he/she should belong to. You may name your subgroups anything you'd like; for example, you can use different UICs, different commander names, or different unit groups. There must be at least five individuals in a subgroup to upload the roster and all five must respond to the survey questions to receive results for this subgroup. An example of a roster with two subgroups identified is shown below.

	A	B	C	D	E	F
1	First Name	Last Name	Email Address	Mobile Phone Number	Subgroup Name	
2	John	Doe	JohnDoe@mail.mil		Subunit A	
3	John	Smith	JohnSmith@mail.mil		Subunit A	
4	Jane	Doe	JaneDoe@mail.mil		Subunit A	
5	Jane	Smith	JaneSmith@mail.mil		Subunit A	
6	Bob	Doe	BobDoe@mail.mil		Subunit A	
7	Bob	Smith	BobSmith@mail.mil		Subunit B	
8	Mary	Doe	MaryDoe@mail.mil		Subunit B	
9	Mary	Smith	MarySmith@mail.mil		Subunit B	
10	John	Jones	JohnJones@mail.mil		Subunit B	
11	Jane	Jones	JaneJones@mail.mil		Subunit B	
12						

### **Will an overall combined report for subgroups/breakouts be provided?**

Yes, you will receive reports for each subgroup (if they have at least five completed surveys) and one overall report for the entire DEOCS.

### **Can I list separate commanders or UIC/PAS Code/OPFAC for subgroups/breakouts?**

You will only be able to identify one main UIC/PAS Code/OPFAC and one commander for your DEOCS request; however, you do have the ability to add different UICs/PAS Codes/OPFACs or different commanders for breakout groups. Survey administrators will have to upload a roster of individuals in the unit and you will identify any breakout groups in the roster; you can identify different breakout groups by different UICs or different commanders or something else. Only the commander and the commander's supervisor identified in your main request will receive notifications about the survey and results; if you would like to share the results with additional personnel, you will be able to download the results into a PDF and send to other commanders, supervisors, or others as needed.

## **DEOCS CONTENT**

### **What does the current DEOCS v4.1 look like?**

The core survey contains approximately 56 items/questions. The survey has three major groupings: Organizational Effectiveness (OE), Equal Opportunity/Equal Employment Opportunity (EO/EEO)/Fair Treatment, and Sexual Assault Prevention & Response (SAPR). These three major groups are divided into 21 overall question factors. The majority of questions are measured on a seven-point scale. Commanders have the option to customize the DEOCS and add up to 10 multiple choice questions (formerly known as locally developed questions or LDQs) and five short-answer questions. Additionally, a DEOCS can be broken up into breakout or subgroups to allow for a deeper level of analysis.

### **Is the DEOCS customizable (i.e., include SAQ's and LDQ's)?**

Yes, the DEOCS is customizable and commanders can select up to 10 multiple choice questions (formerly known as locally developed questions or LDQs) and up to five short answer questions that meet their unit's needs. They will not be able to write their own questions.

### **Tell me more about how to customize the DEOCS by adding up to 10 multiple choice or locally developed questions.**

You can customize the DEOCS to meet your unit's needs by selecting up to 10 multiple choice questions (formerly known as locally developed questions or LDQs) in the DEOCS portal. Make sure you have the questions you want to add to the survey prior to making your request for DEOCS. All custom questions added to the survey must be



approved by the requesting commander. The scale used for custom multiple choice questions is as follows:

- Strongly Disagree
- Disagree
- Neither Agree/Disagree
- Agree
- Strongly Agree

### **What response scales are used in the DEOCS?**

The DEOCS uses a variety of response scales, however, the majority of items use a seven-point (Strongly Disagree, Disagree, Slightly Disagree, Neither Agree/Disagree, Slightly Agree, Agree, Strongly Agree) scale.

### **There are two questions on the DEOCS that ask the respondent to “Select Agree for this question” and “Select Disagree for this question”**

Yes, question 16 and 51 ask the respondent to select this specific response option. These items are included to confirm participants are reading the questions posed.

### **Is the DEOCS content going to be updated?**

Yes, the content of the DEOCS is being evaluated for changes, but that process is still ongoing. The new DEOCS portal launched on July 28, it hosts the current DEOCS (DEOCS v4.1). A new version of the survey is scheduled to go live in October 2020. More information on the new DEOCS content will be shared when it is available.

## **DEOCS REPORTS & DATA**

### **Who can access survey results in the DEOCS portal?**

EOA/survey administrators, the requesting commander, and the commander’s supervisor will have access to survey results in the portal. These individuals (administrator, commander, and supervisor) will receive an email with a link when the results are available. They also have the ability to download their results into a PDF and share them more widely, as needed.

### **How quickly are reports generated?**

Reports are available within 72 hours after the survey closes.

### **What should I do when I get final the DEOCS report?**

After the survey stop date, a report will be generated within 72 hours; the administrator, requesting commander, and commander’s supervisor will receive an email notification when the survey results are ready to view in the DEOCS portal. You will be able to log in to your account and view the results at any time; they will never be deleted from the portal. We recommend reviewing the results and sharing the results with your

organization's members. In addition, there are many resources available on <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> to assist leaders in improving climate in their unit or organization.

### **What does the DEOCS unit-level report look like?**

A new, online reporting tool (i.e., dashboard) launched within the DEOCS portal on July 28, 2020. Commanders, their supervisors, and survey administrators receive results through the secure DEOCS portal. Graphs and tables are used to display results. The portal also provides users the ability to download all or a portion of the results into a PDF, as needed. Users can access more detailed tables showing survey responses, including custom multiple choice and short answer questions.

The current version of the dashboard does not contain comparisons of a unit's survey results to the overall Service or to "like-units." These comparisons will be available in future iterations of the dashboard. We are also planning to add new data reporting options including being able to see DEOCS results for your unit over time.

### **Are "like-unit" and "Service" comparisons included in the DEOCS dashboard?**

"Like-unit" and "Service" comparisons will be made available in the DEOCS dashboard as soon as possible. We anticipate that this capability will be made available by Fall 2021.

### **Does the DEOCS dashboard show results by different demographic categories?**

Yes, the dashboard shows survey results by demographic categories (e.g., enlisted/officer, military/civilian). This is an important way commanders can use the survey to better understand how unit members rate various aspects of a unit's climate.

### **Are trends available in the DEOCS dashboard?**

Yes, moving forward one of the new features of the redesigned DEOCS portal is the ability to easily see results for your unit over time (i.e., trends). Commanders will be able to see all of their prior DEOCS results when they log into the portal; this will be going forward from October 2020. Additional trending capabilities will be built out in the dashboard over time (e.g., viewing the same unit over time under different commanders), in consultation with stakeholders.

## **DEOCS HELP**

### **Who should EOAs or others in the field contact if they have questions about how to request and administer a DEOCS?**

EOAs or others in the field with questions about how to request, administer, and use the DEOCS portal should contact the DEOCS help desk at:

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

**Who should EOAs or others in the field contact if they want to know what to do about a climate problem in the unit?**

DEOMI remains the DoD's premier education, training, and consultation center for climate. If EOAs or others in the field need assistance with a climate problem in their unit, they should continue to contact DEOMI. Contact information is on the DEOMI website at <https://www.defenseculture.mil/Contact/>