



How to Manage a DEOCS While it is Fielding

This guide is intended to help survey administrators manage the DEOCS while it is fielding (i.e., open to individuals to complete).

Communications

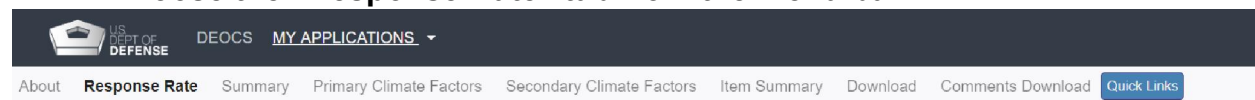
Once your DEOCS request is approved, you should receive an email with next steps. We are testing a new feature where participants in some units will receive auto-generated emails from the system to remind them to complete their survey. This is just a test, and most DEOCS participants will not receive auto-generated emails. Please check the email you receive to find out if participants in your unit will be receiving auto-generated emails from the system.

Regardless of this test, please encourage your unit members to complete the DEOCS; reminders from the survey administrator or commander via email or verbally are important. While the survey is voluntary, the more individuals who complete the DEOCS, the more confidence we have that the data reported are valid and reliable.

Response Rates

After your DEOCS has started, you can login to the DEOCS portal to monitor response rates.

- 1. After logging in to your DEOCS Portal account**
(<https://www.drcedirect.com/all/eca-portal-v2-ui/#/login/deocs>), click “My Applications” in the menu along the top banner. Select “Interactive Reporting.” For best results, use Chrome. Internet explorer is not a supported browser at this time.
- 2. Choose the “Response Rate” tab from the menu bar.**



- 3. Filters at the top allow you to select the survey you’d like to view.** Use the Unit Title filter to select the survey for which you’d like to see response rate data. If there is more than one survey for this unit, select the appropriate survey date from the Survey Date filter.

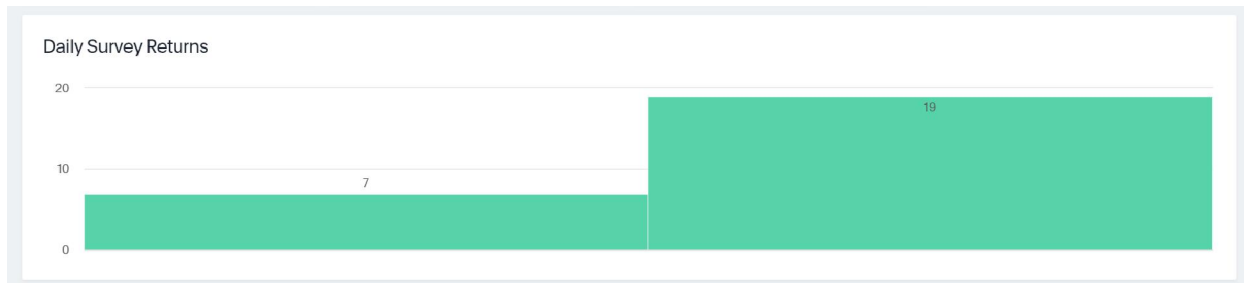


4. The first set of boxes displays the following:

- **Number of Participants Registered.** This will match the total number of individuals in the roster you uploaded during the registration process.
- **Number of Surveys Returned.** As more surveys are completed, this number will continue to grow.
- **Response Rate.** This percentage is the number of surveys returned divided by total number of participants registered.



5. The Daily Survey Returns graph shows the number of surveys returned each day the DEOCS has been open. You may notice a spike in responses after you or the requesting commander sends an email to the unit or verbally reminds the unit that the DEOCS is available.



6. The Current Response Rate table displays a more detailed view of the unit information and response rate for the survey selected.

Registration ID ↑	Unit Title	Service Component	Survey Dates	Status	Number of Participants Registered	Number of Surveys Returned	Return Rate
1250	IntegrationLDQSAQ	National Guard (Air/Army/Joint)	07/15/2020-08/19/2020	survey open	14	0	0%

1 rows total

7. The Current and Previous Response Rate table displays a more detailed view of response rates by unit for all surveys you are managing currently and those you have managed in the past (moving forward from Jul. 28, 2020). If this is the first time you have requested/managed a survey in the new DEOCS portal, you will not see any response rates from previous surveys in this

table. Once previous response rates are populated in this table, you may find it useful to compare the response rate for your current DEOCS to response rates from previous DEOCS. If your DEOCS is nearing its end date and the response rate is a lot lower than other surveys, you may consider extending the end date.

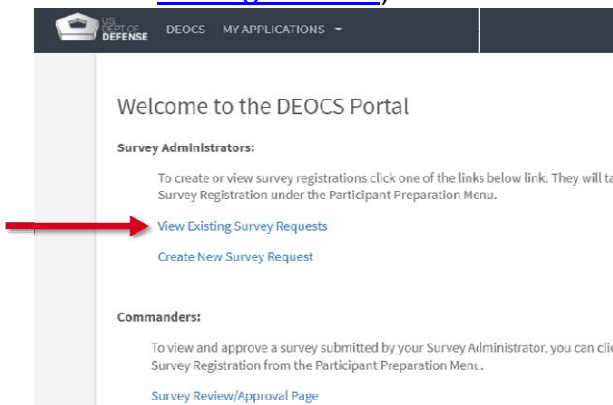
Current and Previous Response Rates

Registration ID	Unit Title ↑	Service Component ↑	Survey Dates	Status	Number of Participants Registered	Number of Surveys Returned	Return Rate
298	Extend Window	National Guard (Air/Army/Joint)	06/10/2020-07/08/2020	survey end - not enough responses	14	0	0%

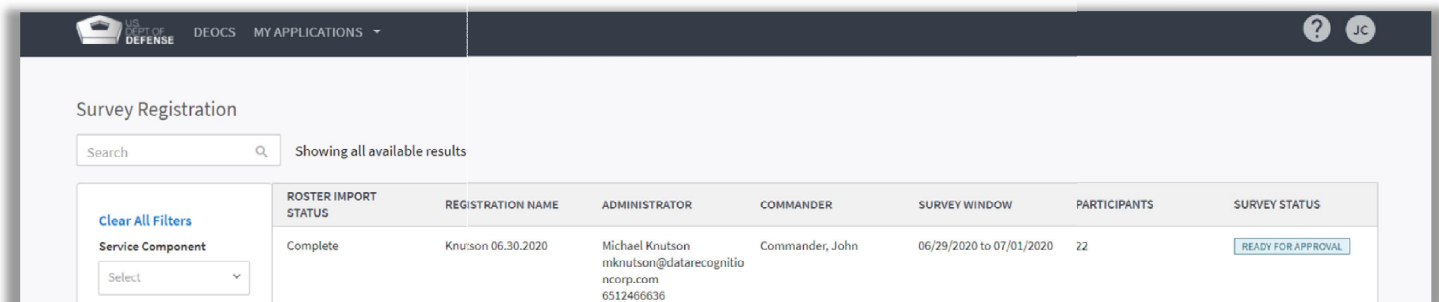
Updating a Survey's End Date

While a survey is open, you are able to update the end date. You may want to extend a survey past its original end date to gather more responses or you may want to close a survey early. Follow the steps below to change the end date of a survey.

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



2. Your surveys will be shown in the middle of the screen. Click anywhere on the specific survey you would like to update. This will bring you to a new page with more information about the survey.



- 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. You can also close the survey early. The earliest date you can close a survey is today's date; the survey will remain open for the remainder of the day.
- 4. Scroll to the top of the page and select the "Done" button.**

Contact DEOCS HelpDesk

If you have questions or have any problems using the interactive dashboard to monitor survey response rates, please contact our helpdesk at:

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