



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

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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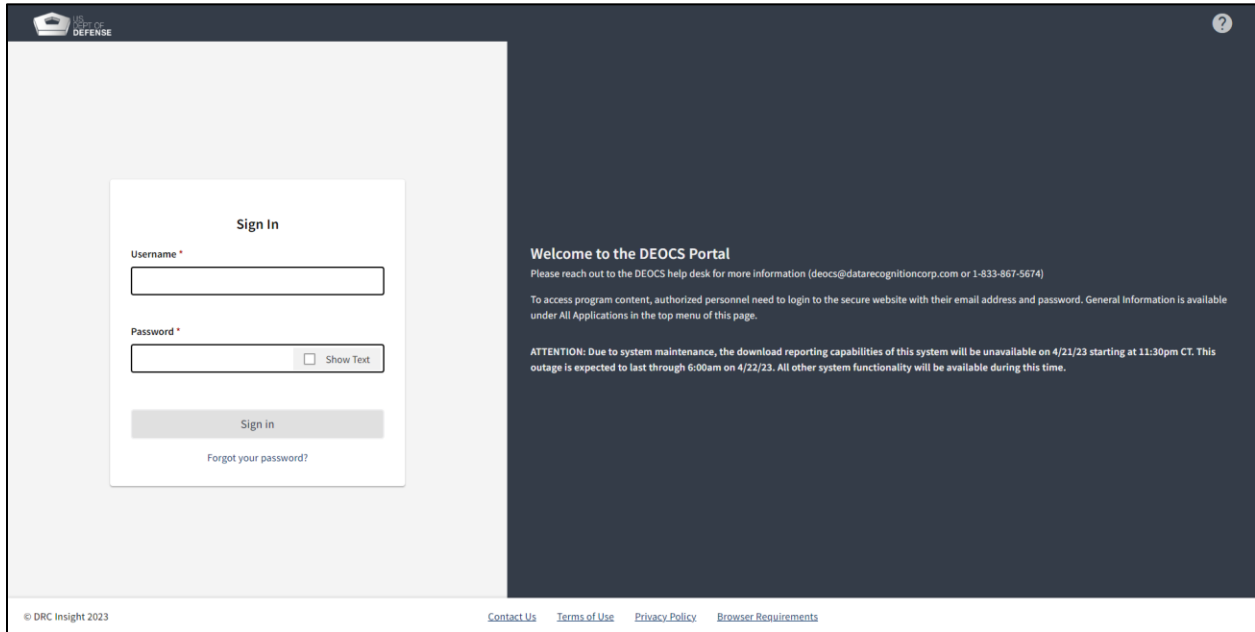
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## Monitoring Response Rates

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.

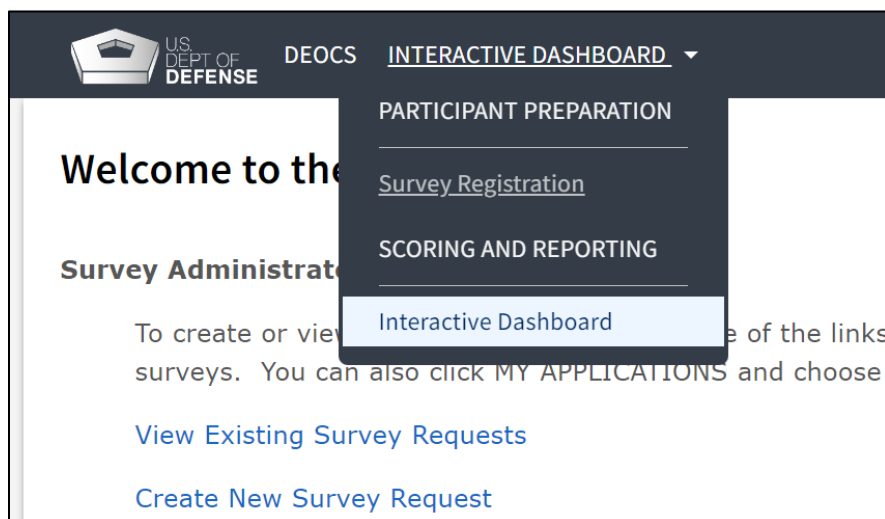
<sup>1</sup> For more information about the different roles personnel take in managing the *DEOCS*, click [here](#), and under step 1, “Prepare,” click on the document titled “User Roles and the *DEOCS* Process.”

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



The screenshot shows the DEOCS Portal login interface. On the left, there is a 'Sign In' form with fields for 'Username \*' and 'Password \*'. Below the password field is a 'Show Text' checkbox. A 'Sign in' button is at the bottom of the form, with a link 'Forgot your password?' below it. On the right, a dark sidebar contains a 'Welcome to the DEOCS Portal' message, contact information for the help desk, and a system maintenance notice. The footer includes the copyright '© DRC Insight 2023' and links for 'Contact Us', 'Terms of Use', 'Privacy Policy', and 'Browser Requirements'.

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



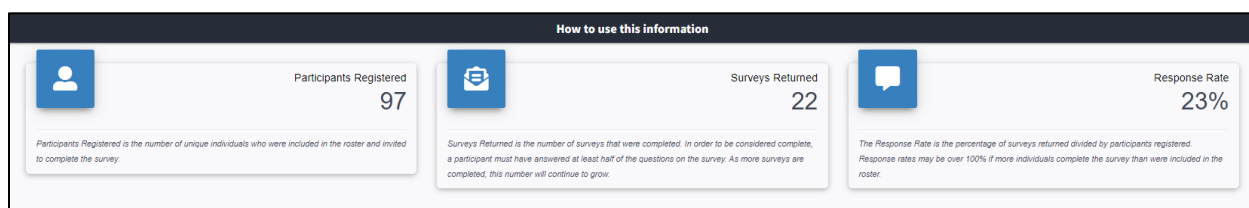
- **Step 3 – Select the “Response Rates” tab.**

The screenshot shows the 'Response Rates' tab selected in the top navigation bar. Below the navigation bar is a search section with a 'Search' button and a dropdown arrow. The search filters are arranged in two columns:

- Service Component :** A search box with a magnifying glass icon and a dropdown arrow.
- UIC/RUC/PAS/OPFAC :** A search box with a magnifying glass icon and a dropdown arrow.
- DEOCS ID and Survey Date \* :** A search box with a magnifying glass icon, a dropdown arrow, and a red asterisk indicating it is required. Below the box is the text '\*Required (Select one)'.
- Unit/Organization Title :** A search box with a magnifying glass icon and a dropdown arrow.
- Commander/Leader Name :** A search box with a magnifying glass icon and a dropdown arrow.
- State :** A search box with a magnifying glass icon and a dropdown arrow.

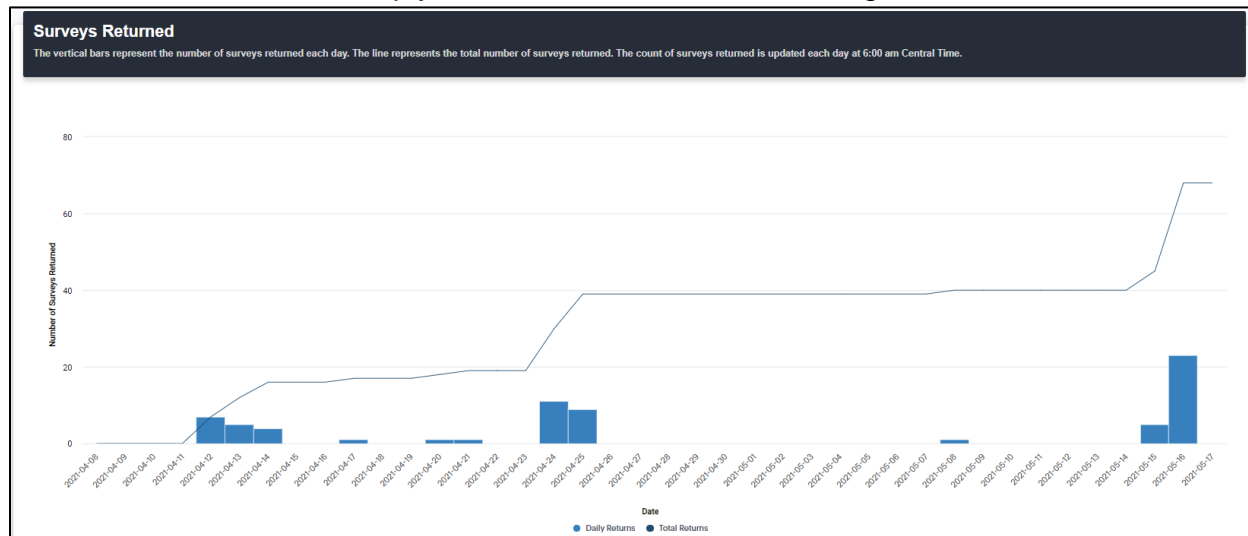
At the bottom left is a 'Submit' button, and at the bottom right is a 'Reset Filters' button.

- **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 on 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.

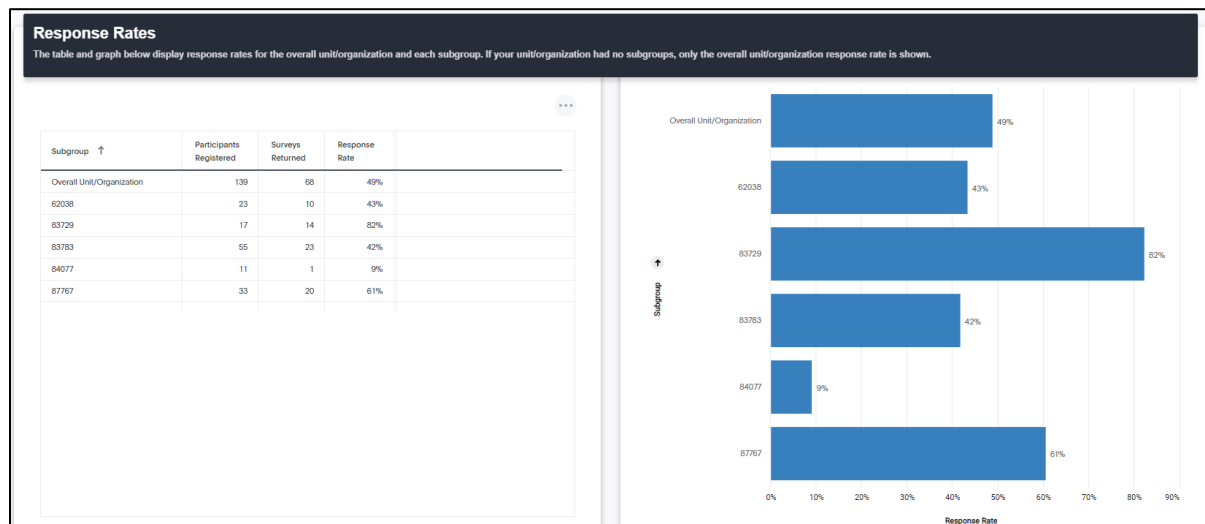


- **Step 6 – Scroll down to review the “Surveys Returned” graph.**
  - This graph shows the number of surveys returned each day the *DEOCS* has been open. The vertical columns represent the number of completed surveys each day the survey is open, while the line graph represents the total number of surveys 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 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 and graph.**
  - 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, click [here](#), and under step 2, “Conduct,” select the document titled “DEOCS Email Template.”

- **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 and 5.1 surveys with the same unit identification code (UIC) and the same commander or leader.
  - If there are no previous 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>
- **Encouraging Participation.** The survey administrator and commander or leader may want to consider providing incentives for their unit or organization to increase participation in the *DEOCS*. While the *DEOCS* is voluntary and unit or organization members cannot be required to participate, leadership can provide broad incentives for the overall unit or organization. For example, if there is 75% participation in the *DEOCS*, all unit or organization members will receive a liberty pass.

### Survey Window Auto-Extension

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

- **Fewer than 16 surveys have been returned (i.e., fewer than 16 participants), or**
- **There is 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 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 survey end date.

<sup>3</sup> For a template that commanders and leaders can use to e-mail unit and organization members, click [here](#), and under step 2, "Conduct," click the document titled "DEOCS Email Template."

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

Welcome to the DEOCS Portal

**Survey Administrators:**

To create or view survey registrations click one of the links below link. They will take you to a screen where you can create and manage your surveys. You can also click MY APPLICATIONS and choose Survey Registration under the Participant Preparation Menu.

[View Existing Survey Requests](#)

[Create New Survey Request](#)

- **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.

US Army of DEFENSE DEOCS MY APPLICATIONS ? HP

Role: Other

**Survey Registration**

Search Showing all available results [Create a new DEOCS](#)

|                                   | ROSTER IMPORT STATUS | DEOCS ID | REGISTRATION NAME               | ADMINISTRATOR                              | COMMANDER       | SURVEY WINDOW            | PARTICIPANTS | SURVEY STATUS      |
|-----------------------------------|----------------------|----------|---------------------------------|--|-----------------|--------------------------|--------------|--------------------|
| <a href="#">Clear All Filters</a> | Complete             | 5032dc01 | Proxy Forced Anon 5032dc01      | Hunter PEEBLES hpeebles@forsmarshgroup.gov | Peebles, Hunter | 01/26/2022 to 02/23/2022 | 50           | Approved           |
| Service Component<br>Select       | Complete             | 5bd5c863 | Test                            | Hunter PEEBLES hpeebles@forsmarshgroup.gov | Peebles, Hunter | 02/01/2022 to 03/01/2022 | 19           | Ready for Approval |
| Survey Status<br>Select           | Complete             | 82df8cbe | Proxy Commander Test 2 82df8cbe | A MCHOES amchoes@forsmarshgroup.gov        | Peebles, Hunter | 02/01/2022 to 03/01/2022 | 20           | Approved           |
| Registration Name                 | Complete             | 9b290a6a | Proxy Admin Test 4              | A MCHOES amchoes@forsmarshgroup.gov        | Peebles, Hunter | 02/01/2022 to 03/01/2022 | 17           | Rejected           |

- **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 survey 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 re-opened 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 the *DEOCS* Portal (<https://www.drcedirect.com/all/eca-portal-v2-ui/#/login/deocs>) and select “View Existing Survey Requests.”**

Welcome to the DEOCS Portal

**Survey Administrators:**

To create or view survey registrations click one of the links below link. They will take you to a screen where you can create and manage your surveys. You can also click MY APPLICATIONS and choose Survey Registration under the Participant Preparation Menu.

[View Existing Survey Requests](#)

[Create New Survey Request](#)

- **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.

DEOCS MY APPLICATIONS

Role: \* Other

### Survey Registration

Showing all available results

|  | ROSTER IMPORT STATUS | DEOCS ID | REGISTRATION NAME               | ADMINISTRATOR                              | COMMANDER       | SURVEY WINDOW            | PARTICIPANTS | SURVEY STATUS      |
|--|----------------------|----------|---------------------------------|--|-----------------|--------------------------|--------------|--------------------|
| <input type="button" value="Clear All Filters"/>           | Complete             | 5032dc01 | Proxy Forced Anon 5032dc01      | Hunter PEEBLES hpeebles@forsmarshgroup.gov | Peebles, Hunter | 01/26/2022 to 02/23/2022 | 50           | Approved           |
| Service Component<br><input type="button" value="Select"/> | Complete             | 5bd5c863 | Test                            | Hunter PEEBLES hpeebles@forsmarshgroup.gov | Peebles, Hunter | 02/01/2022 to 03/01/2022 | 19           | Ready for Approval |
| Survey Status<br><input type="button" value="Select"/>     | Complete             | 82df8cbe | Proxy Commander Test 2 82df8cbe | A MCHOES amchoes@forsmar                   | Peebles, Hunter | 02/01/2022 to 03/01/2022 | 20           | Approved           |



- **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 annual fielding window for the DEOCS is between August 1st and November 30th, and the latest a DEOCS should start is October 31st. If the unit/organization is completing the survey outside of the annual fielding window, a justification must be provided below.

Additionally, 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 \***

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

08/17/2023


**End Date \***

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

09/14/2023


- **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