DEOCS Redesign: Frequently Asked Questions

General Information

1. Why is the DEOCS being redesigned?

Responsibility for the DEOCS was transferred to the Office of People Analytics (OPA) via a 21 Feb 2018 Action Memo from USD (P&R), "Realignment of Force Resiliency Elements of the Office of the USD (P&R)". The memo states "in placing responsibility for the DEOCS, which has proven an invaluable tool for the assessment of organizational climate in DoD, under the Department's premier survey and analytic element, it is my intent to revitalize and modernize the survey to preserve and enhance its utility and credibility into the future." Furthermore, a May 1, 2019 Secretary of Defense Memorandum, "Actions to Address and Prevent Sexual Assault in the Military," directed USD(P&R) "To identify emerging climate challenges within military units and provide critical oversight mechanisms…develop and provide leaders with assessment tools that help them with developing an appropriate course of action from a suite of interventions, and provide them with feedback on the impact of their efforts." OPA was tasked to meet this mandate via the DEOCS redesign.

2. What are DEOCS redesign lines of effort?

In response to the May 1, 2019 Secretary memorandum referenced above, USD(P&R) provided a Plan of Actions and Milestones (POAM) October, 2019. The POAM outlined three lines of effort: 1) design a new DEOCS survey administration portal; 2) design new DEOCS survey content; and 3) design a dashboard to display DEOCS survey results.

3. Why is there a new survey portal for the DEOCS?

The old survey process required that requests for DEOCS, management of surveys, and results all be handled in separate, proprietary 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 go to 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.

4. Will the DEOCS content also be updated?

Yes, a new version of the survey, DEOCS 5.0, is scheduled to go live by the end of November 2020.

5. Why is the DEOCS content being updated?

Consultation with senior leaders, key stakeholders, Commanders, and Service members indicated a need to update content of the DEOCS to enhance its relevance to key personnel issues. The DEOCS 5.0 content will include evidence-based cross-cutting risk and protective factors that help commanders/leads "get to the left" of destructive behaviors and problematic outcomes.

6. Who created the new DEOCS portal and who is updating the survey content?

The new DEOCS portal and survey were designed by the Office of People Analytics (OPA), a component of the Defense Human Resource Activity (DHRA) and the Department of Defense.

7. **Are focus groups, interviews, records reviews, and observations still part of conducting a Command Climate Assessment?**

Policy-makers in OSD and the Services are responsible for defining the bounds of a full Command Climate Assessment. OPA was tasked with redesigning only the DEOCS portion of Command Climate Assessment.

Who is OPA?

8. **Who is OPA?**

Established in 2016 by the USD (P&R), four programs transitioned to OPA from the Defense Manpower Data Center (DMDC) including the DoD survey program. OPA's mission is to provide the go-to-expertise for scientific assessments, data analytics, and outreach to improve the lives of the DoD community. OPA's Health and Resilience Division is overseeing the DEOCS, in collaboration with other divisions across OPA.

9. **What experience does OPA have in designing surveys?**

OPA (formerly DMDC) has conducted surveys for the Department of Defense since the 1970s using industry-standard survey methods outlined in OMB's guidance on "Standards and Guidelines for Statistical Surveys" and American Association of Public Opinion Research (AAPOR) Best Practices. Our survey practices have been reviewed and approved by external entities (e.g., GAO, RAND). OPA survey results are regularly shared with senior leaders for data-driven decision making needs in support of a wide-variety of program and policy issues.

10. **How is the DEOCS different from OPA's other surveys?**

Many of OPA's other surveys (e.g., the Workplace and Gender Relations survey, the Status of Forces survey) are administered annually or biennially and are reported at the aggregate level (total DoD or total Service). These reports are primarily designed to inform policy-makers and meet Congressional requirements. The DEOCS is different. As a tool for Commanders, it is always available and it is crucial that results are reported quickly to Commanders in the field. OPA's approach to the DEOCS recognizes its unique features, while also leveraging our knowledge and expertise in survey design and implementation more broadly.

11. **What experience does OPA have in climate research?**

OPA conducts numerous long-standing survey and focus group efforts focused on various aspects of climate within the military, including the Workplace and Gender Relations surveys, Workplace Equal Opportunity surveys, Status of Forces surveys (which include numerous climate metrics), and gender relations focus groups. Our research includes studies of active duty members, Reserve and Guard members, DoD civilians, and Service Academy students. Our researchers have varied social science, survey methodology, data collection, and data-analysis backgrounds, and experience with a broad range of climate-related topics (e.g., gender integration, diversity and inclusion, leadership, mental health).

12. Is OPA working with any contractors to build the new portal?

Data Recognition Corporation (DRC) is building the new survey portal with direct oversight from OPA survey methodologists. DRC built the government-owned system that underlies OPA's other surveys.

13. Will DEOMI continue to provide training and support to Equal Opportunity Advisors (EOAs) in the field?

DEOMI remains the DoD's premiere source of training on climate and culture and will continue to train Equal Opportunity Advisors, Commanders, and other personnel as well as provide support to EOAs and personnel in the field.

Workflow & Timeline

14. What is the timeline for the DEOCS redesign effort?

The new survey administration portal launched on July 28, 2020 with DEOCS 4.1; a beta version of the online dashboard is also available. We will continue to collect user feedback and add capabilities/features to the DEOCS portal through 2024.

The updated survey content (DEOCS 5.0) will launch on the new portal by the end of November 2020 and the style of reporting will be updated to accommodate survey content.

If a unit starts their DEOCS survey window prior to the new content launch and it continues through the new content launch, the results will be available via a downloadable PDF using the DEOCS v4.1 style of reporting but will not be available via the dashboard.

15. Is the new DEOCS portal live?

Yes, the new DEOCS portal launched on July 28, 2020. The content of the survey is still DEOCS 4.1. We are examining how the portal works before we launch the new content. As of September 11, 2020, 2,113 surveys have been approved and 126,006 people have completed the survey in the new system.

16. When will the new DEOCS launch?

The new survey content will launch by the end of November 2020. Stakeholders were provided with a draft of new survey topics at the end of May, a draft of the survey instrument in July, and formal coordination of the survey instrument commenced in August.

17. Will the new DEOCS undergo human subjects review?

Yes, OPA follows all DoD regulations governing surveys. The new survey will undergo human subjects review, legal review, and coordination through the survey RCS process, which includes reviews from privacy and CIO, and formal coordination from the DoD Office of Force Resilience, Office for Diversity, Equity, and Inclusion, and the Services. Finally, the new survey has a Certificate of Confidentiality issued by the National Institutes of Health (NIH).

18. What is a Certificate of Confidentiality?

The DEOCS has been issued a federal "Certificate of Confidentiality". The Certificate of Confidentiality, issued by the National Institutes of Health (NIH), provides the highest level of protection of survey data available under federal law, which includes protections against any attempt to subpoena confidential survey records.

19. What about the Military Service Academy DEOCS (i.e., the MEOCS)?

The Academies will leverage DEOCS 5.0, with some modifications as relevant to the Academies, as the climate assessment tool for measuring climate among cadets/midshipmen. Modifications include content that is Academy-specific. OPA is working with the Academies to ensure DEOCS 5.0 will meet their needs.

DEOCS Redesign Process

20. What information informed the redesign?

To inform the redesign of the DEOCS, OPA conducted four information gathering efforts; 1) focus groups with the OPA Climate Summit participants (held in July 2019) and focus groups with Service members, current and former Commanders, and EOAs (held in February 2020), 2) review of past DoD research and academic literature from relevant fields; 3) stakeholder interviews with OSD and Service-level offices (November 2019 through May 2020); 4) survey and open-ended feedback collected through the DEOCS research block.

21. When will we see the results from the information-gathering efforts?

A full report documenting all findings and the entire redesign process will be available in the winter of 2021.

22. Who participated in the focus groups?

In the initial round of focus groups conducted at the Climate Assessment Summit in July 2019 participants included 50+ policy-makers, researchers, and SME's. In February 2020, OPA conducted focus groups with approximately 125 Commanders and Service members at Joint Base Langley-Eustis, Fort Bragg, Naval Station Norfolk, Naval Amphibious Base Coronado, Marine Corps Base Quantico, Fort Meade, Joint Base Andrews, and DC National Guard.

23. Who participated in the stakeholder conversations?

OPA conducted conversations with the Office of Force Resiliency, Office for Diversity, Equity, and Inclusion, DoD Sexual Assault Prevention and Response Office, Defense Suicide Prevention Office, Defense Equal Opportunity Management Institute, Service Military Equal Opportunity offices (and other Service representatives, at the discretion of the Service) starting in November 2019, with over 70 individual participants.

24. What research literature was reviewed to inform decisions?

The goal of the literature review was to review academic and scientific literature published within the past ten years which focused on unit climate and met certain criteria. The literature review prioritized research on U.S. and international military populations (including internal DoD and public-facing reports from DEOMI, OPA, Army Research Institute, RAND, IDA, and others), in addition to U.S. research focused on the following industries: first-response and paramilitary organizations; and research from structurally similar industries, like medicine, higher education, for-profit corporate settings, STEM, and professional and college-level team sports. Further details regarding the literature review will be available in the DEOCS Redesign Phase 1 report.

25. What will be done to verify whether the new DEOCS is effective?

OPA will collect information on customer satisfaction from survey takers, EOAs/survey administrators, and Commanders. In addition, OPA will perform analysis of survey data to examine performance, monitor average time to complete the survey, and monitor survey response rates. Importantly, OPA will examine whether survey metrics are functioning as true leading indicators by linking DEOCS data to other data sources, and make refinements as needed.

New DEOCS Portal Functionality

26. Where do EOAs/survey administrators go to request a survey?

EOAs/survey administrators can go to https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/ and click "Request a DEOCS." This link will redirect to the DEOCS portal, where they will complete the survey request process.

27. How do Service members access the survey?

Service members go to a secure website that is accessible on any device and does not require a CAC. OPA is conducting a test of the DEOCS system to streamline access to the survey. Some units access the survey using the current approach (with a unit password). Other units do not need a password and members are prompted to enter their email address as a unique login when they enter the survey. The results of this test will be used to inform next steps.

28. Can Service members take the survey via a mobile device?

Yes, the survey is mobile-optimized and we are encouraging Service members to take the survey on their personal phones or tablets if they want to.

29. Are paper surveys available?

No, paper surveys are no longer available. We are considering whether to add paper surveys moving forward. Paper surveys are used by a small percentage of units currently.

30. Does the new portal allow Commanders and survey administrators to use break out groups?

Yes, this functionality is available in the new portal. Further enhancements to this functionality will be made based on user feedback.

31. What research is being conducted on the new portal?

OPA is currently conducting a survey administration test in the new portal. Approximately 10% of units are in the secure login test group, while 90% of units are in the legacy, control group. When members in the secure login group access the survey, they are asked to provide their email address (or phone number, if that is what was provided on the roster). When members in the legacy group access the survey, they are asked to provide their unit password (consistent with the legacy approach).

OPA will examine differences in response rates and response patterns between the secure and legacy groups. Based on these results, OPA will determine whether the new survey administration performs well and is feasible for the DEOCS. We expect a determination in early 2021.

32. Does the survey ask demographic questions?

Yes, demographic questions are currently included on the survey. If the secure login survey administration is adopted, the new survey will automatically pull demographics from administrative data files so we will not need to ask these questions on the survey, but will still report results by demographic sub-groups. If the secure, test administration is not adopted, participants will continue to answer demographic questions on the survey.

33. How will the new survey protect respondents' privacy?

All standard, IRB and privacy-compliant protocols for data protection used in all OPA surveys are place for this effort. We are also testing a new method of survey administration that requires EOAs/survey administrators to provide a roster of all unit members and then requires survey takers to identify themselves (via their email address). This ensures that people who are taking the survey are members of the unit and that no one can take the survey more than once. DEOCS data are protected by a Certificate of Confidentiality (see #18).

34. Why does the new system require a roster?

The roster is necessary for the secure log-in approach described in #30. However, we are collecting rosters from all units to ensure this functionality works and because assignment to secure vs. legacy login is done randomly by a computer after a survey is approved. Consistent with other DoD and federal surveys, such as the Federal Employee Viewpoint Survey (FEVS), it is critical to define the population that should be included in a survey. Defining the population in the system ensures that only the right people are taking a survey, and therefore the results of the survey are accurate and reliable. This information is used for administrative purposes in an automated process. It is not viewable to the research team nor reported to anyone outside of OPA. There is no way for Commanders (or anyone else in the unit), to know who responded to the survey or to identify specific people's responses. DEOCS data are protected by a Certificate of Confidentiality (see #18).

35. Who cannot be included in a DEOCS administration?

Foreign nationals, DoD contractors, and DoD civilians under the age of 18 cannot be included in the DEOCS. In accordance with DoDI 8910.01, "Information Collection and Reporting", DoD information collections, including surveys, from more than one OSD or DoD Component must be approved and licensed with a DoD internal information collection report control symbol (RCS) prior to the collection of such information. The RCS for the DEOCS is DD-P&R-2338, exp. 01/31/2024. This license allows the DEOCS to collect information from military members and DoD civilians, but not members of the public. Per DoDI 8910.01, "Part 1320 of Title 5, Code of Federal Regulations (Reference (h)) directs that public information collections be submitted to the Office of Management and Budget (OMB) for approval and assigned an OMB control number, and that an annual information collection budget of burden hours be developed and submitted to the OMB." Foreign nationals and DoD contractors are considered members of the public and are excluded from the DEOCS for this reason. OPA is currently pursuing OMB approval to include foreign nationals in the DEOCS based on stakeholder feedback; this is a 6-8 month process and we will provide updates as they are available.

36. What is the benefit of the secure log-in approach?

In the secure log-in system, only members of the unit can take the survey, and individuals can only take the survey once. This increases the accuracy, reliability and usability of the data and will allow data to be accurately aggregated at various levels (without double counting people who have been included in multiple DEOCS), compared across various groupings, and trended over time. In addition, individuals taking the survey can complete the survey in multiple sittings, and have their responses saved, by creating an individual pin to enter the survey. Because individuals login to the survey using their own email address (or phone number), they don't need to remember and keep a passcode on hand. They can easily take the survey anytime, anywhere, on any device.

37. Can Commanders or EOAs/survey administrators tell who answered questions in what way?

Consistent with the prior system, the new portal only reports overall results for a unit. If there are fewer than five respondents, the responses for that question or group are not reported. For example, if only four females in a unit responded to the survey, results are not shown by gender. This protects privacy of the individuals in a unit and means it is impossible to tie responses to particular individuals.

38. Can people skip questions on the new DEOCS?

Per standards outlined by the IRB, the new portal allows respondents to skip any question they do not wish to answer. The prior system did not allow people to skip questions.

39. Can people take the DEOCS in more than one sitting?

OPA is conducting a survey administration test where 10% of units are in a secure login test group, while 90% of units are in the legacy, control group. Members in the secure login test group are able to set up a PIN and re-enter the survey at a later time-point if they do not wish to complete the survey in one sitting. Members in the legacy, control group are not able to do this and must complete the survey in one sitting; this matches what was done in the old system.

40. What is the future of the Data Retrieval System?

The Data Retrieval System (DRS) allowed designated users to access historical DEOCS reports in order to respond to inquiries and for other purposes, and to combine responses across units to create "roll-ups". The DRS was separate from the survey request and administration system. The new DEOCS portal is used for survey requests, survey administration, and access to historical reports. In other words, the new system replaces the DRS as the place where designated users go to access historical reports (starting from July 2020 and forward). We will be working with the Services to identify user permissions and access considerations starting in early FY21, so that the new dashboard will allow users necessary access to historical reports. The ability to "roll-up" units, however, will not be immediately available, given the current methodological problems with roll-ups described in #41 below that we are actively working to resolve.

41. Why doesn't OPA create "roll-up" reports?

In an October 2018 memorandum, Mr. Booth, Director of the Defense Human Resources Activity, directed a suspension of all DEOCS aggregate or roll-up reports. Roll-ups or aggregates are when multiple unit-level reports are combined to create a higher-level report. The suspension was due to a recommendation published in Alley, et al. (2017) for further methodological evaluation of DEOCS roll-ups to ensure their accuracy for decision makers. OPA has evaluated prior roll-up methodology and found significant limitations that impact the accuracy and reliability of these results for leaders and decision-makers. We are in the process of developing and implementing a methodologically sound approach to creating aggregate DEOCS reports and are targeting deployment in Fall 2021. We are committed to reporting results that are accurate, reliable, and defensible within the DoD, and should our methods be reviewed by outside agencies (e.g., GAO).

42. In the new DEOCS portal, can EOAs/survey administrators edit or write in their own questions?

No. EOAs/survey administrators can customize the DEOCS by selecting LDQs or SAQs from a bank of options, but are not able to write in their own questions. DoDI 8910.01, "Information Collection and Reporting", the questions on the DEOCS must undergo the human subjects review and Report Control Symbol (RCS) review and approval process; this means that all survey questions must be reviewed and approved before the survey is sent to participants. Prior versions of the survey were granted an exception, but the new version of the survey is fully compliant with DoD policy. OPA is establishing a process for stakeholders to submit recommendations for inclusion on the survey question bank and the bank will be updated on a quarterly basis. Questions will be reviewed and approved through human subjects review and the RCS process before they are added to the new portal for use in surveys.

43. Can EOAs/survey administrators use personal emails in the distribution list?

Yes, personal emails can be used in the roster, however, it is preferable to use a Service member's DoD-issued email. EOAs/survey administrators should use the method that the Commander currently uses to communicate with members; for most, this is their DoD email address. For the small percentage that do not have a DoD email address, this may be their personal email or mobile phone number. This use has been approved by the DoD Privacy office.

The New DEOCS 5.0

44. What is the purpose of the DEOCS?

The DEOCS is intended to equip leaders to assess their unit's climate and identify next steps and actions needed (including further assessment actions) to improve their unit's climate and "get to the left" of problematic outcomes. It is not intended to be a "report card" for Commanders, but rather a tool to assess the climate within a unit, to measure changes in unit climate over time, and to identify where a Commander may need to take action to improve their unit's climate.

45. Did the name of the survey change?

When OPA took over management of the DEOCS, the name changed from DEOMI Organizational Climate Survey to the Defense Organizational Climate Survey, per the direction of Mr. Booth, Director of the Defense Human Resources Activity (DHRA). The name has been informally changed on all DEOCS products. All policy documents that reference DEOMI Organizational Climate Survey will require a pen-and-ink change to update the survey name.

46. How often will the DEOCS content be updated?

Consistency in the survey is extremely important. To develop DEOCS 5.0, we developed and applied a scoring system to identify the top cross-cutting risk and protective factors that will help us "get to the left" of destructive behaviors and problematic outcomes. Because we selected cross-cutting factors, we do not anticipate the survey needing to change significantly even if the Department's priorities change.

In addition to this, we are planning to continually validate the risk and protective factors we include on DEOCS 5.0 and may make changes as research in this area progresses, but we first and foremost value stability to facilitate trends and comparisons over time.

47. We know that some DEOCS respondents don't feel comfortable reporting their gender, race/ethnicity, or other demographics accurately on the survey. What is being done to address this?

We have heard this concern from both stakeholders and Service members who take the DEOCS. Because the DEOCS 4.1 was historically an anonymous survey, there was no way to systematically track how often respondents were reporting their gender, race/ethnicity, or other demographics inaccurately. Pending success of the secure log-in approach, we will be able to eliminate most, if not all, demographic questions and simply use data that we already have (e.g., administrative data from DMDC).

48. Will there be safeguards in place to make sure everyone in a unit can only complete the DEOCS once per iteration?

We have heard this concern from stakeholders and we are working to address it via the secure login approach. This approach is consistent with most other large-scale surveys in the DOD (e.g., WGRA, WEOA, Status of Forces), the federal government (e.g., the Federal Employee Viewpoint Survey or FEVS), and the Census. In this approach, responses are tracked within the survey system to encourage non-responders to respond, ensure only 'invited' members complete the survey, and ensure survey responses are counted once. This increases the accuracy and usability of the data and allows survey

responses to be aggregated to the Service level, compared across unit types, and trended over time. In the legacy approach, there is no way of telling who completes the survey or whether people are completing the survey multiple times (even for those who manage the survey system).

OPA is currently conducting a test of the secure login approach. Respondents are asked to enter their DoD email in order to enter the survey; if someone has already taken the survey with that email, they see an error message and are not able to continue taking the survey.

It's important to note that with the secure login approach, there is no way for Commanders (or anyone else in the unit) to identify specific people's responses.

49. What types of questions will be on the new version of the survey?

A rigorous, scientific process was used to determine the best cross-cutting risk and protective factors that are actionable and relevant for the military to include on the survey. The survey is still being finalized in formal coordination but includes the following factors: Protective Factors: cohesion, connectedness, engagement and commitment, fairness, inclusion, leadership support, morale, safe storage, transformational leadership, work/life balance; Risk Factors: alcohol impacting memory, binge drinking, passive leadership, racial/ethnic harassing behaviors, sexually harassing behaviors, sexism, stress, toxic leadership, workplace hostility.

50. Will the new survey be more focused on sexual assault?

No, the new survey will measure cross-cutting risk and protective factors to support prevention efforts that "get to the left" of problematic outcomes (racial/ethnic harassment/discrimination, sexual harassment, sexual assault, suicide) and bolster desirable outcomes (retention, readiness). For example, workplace hostility is a risk factor for harassment and assault and negatively related to retention intentions (i.e., experiencing workplace hostility makes people more likely to want to leave the military). On the other hand, as an example, unit cohesion is a protective factor that lowers risk for assault and suicide, while bolstering retention intentions. These are examples of the types of risk and protective factors that will be included on the survey. Because we are aiming to keep the survey relatively brief, we are doing extensive work to identify the most relevant and actionable risk and protective factors to include on the survey, to give "the biggest bang for the buck" in prevention.

51. Will the new DEOCS include short-answer questions?

Yes, the new DEOCS will include short-answer questions. Our research suggests these are highly valuable for Commanders. The core survey includes 5 short-answer questions, and units can opt to add up to 5 additional short answer questions from a bank of options.

52. Will the new DEOCS be customizable (i.e., include SAQ's and LDQ's)?

Yes, the new DEOCS will be customizable and Commanders will be able to select questions that meet their unit's needs from an extensive bank of options; we have heard this is very valuable. OPA will be closely monitoring the questions selected to identify areas of importance to Commanders that may be missing from the core survey content.

53. Will the new DEOCS include Service-specific content?

Yes, the new survey will include the option for each Service to add their own content of up to 10 questions that can be updated quarterly. Results will be reported in the unit-level results. Aggregate data will not be reported until accurate aggregations can be calculated (see #40). The process for submitting this content will be published in early FY21.

54. Is the DEOCS 5.0 going to be the same length?

The DEOCS 5.0 is shorter than DEOCS 4.1. The DEOCS 4.1 takes a different approach to question numbering than the DEOCS 5.0. For example, this is counted as 1 question in the DEOCS 4.1:

66. In my workgroup, military members/employees who file a sexual harassment complaint would be:

a. Excluded from the social interactions or conversations.
b. Subjected to insulting or disrespectful remarks or jokes.
c. Blamed for causing problems.
d. Denied career opportunities (e.g., denied training, awards, or promotions).
e. Disciplined or given other corrective action.
f. Discouraged from moving forward with the complaint.

In DEOCS 5.0, this would be considered 6 questions because there are 6 unique decision points. Based on this, DEOCS 4.1 has 115 questions while the DEOCS 5.0 has 92. We will be testing time to complete the survey. Finally, note that all demographic questions will be removed if the secure login approach is successful. Length of the survey was a common area of concern about the DEOCS raised by survey respondents. We recognize that Service members are busy and that they are asked to complete multiple surveys each year. Because the DEOCS is a survey that members should be completing at least once per year, we believe brevity is important. Furthermore, EOAs/survey administrators and Commanders are busy and we want to provide them with the information they need to identify next steps and take action, not to overwhelm with more information than is needed.

55. Does the survey time out at 15 minutes?

No, Service members can take as long as they want to complete the survey. We are aiming for an average time to complete of 15 minutes, though some may be faster and some may take longer (particularly if individuals choose to write extensive comments).

DEOCS Reports, Dashboard & Data

56. Who can access survey results in the new portal?

EOAs/survey administrators, and unit leaders who requested the survey, along with their supervisor, have access to survey results via the portal. These individuals (administrator, Commander, and supervisor) receive an email with a link when the results are available. OPA will continue to work with the Services and stakeholders to understand their needs in terms of access/permissions and update the dashboard accordingly.

57. How quickly are reports generated from the new portal?

Reports are available within 72 hours after the survey closes.

58. Are "like-unit" and "Service" comparisons included in the new DEOCS report?

These comparisons are not currently included in the dashboard or report. This is due to the methodological problems with aggregations described in question #40. Once an updated methodology is developed, tested, and approved, "like-unit" and "Service" comparisons will be made available in the new DEOCS reporting portal. We anticipate that this capability will be made available by Fall 2021. We are committed to providing results that are accurate and reliable for decision-makers.

59. What does the new DEOCS unit-level report look like?

A new, online reporting system (i.e., dashboard) launched with the new portal at the end of July 2020. Commanders, their supervisors, and EOAs/survey administrators can expect to receive all results through a secure, online portal and have the ability to download all or a portion of the results into a PDF, as needed. Graphs and tables are used to display a majority of the content, and users are also able to access more detailed tables showing survey responses, locally developed questions (LDQs), and short answer questions (SAQs). The results are designed to be viewed in the dashboard. We have received feedback that the PDFs should be improved and we are working to implement improved PDFs in the coming months.

60. Does the new unit-level report show results by different demographic sub-groups?

Yes, the unit-level report still shows survey results by demographic subgroup (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, and we will continue to show survey results by demographic subgroups after survey content changes.

61. Why doesn't the new DEOCS classify results as "excellent, adequate, caution, and improvement needed"?

The prior DEOCS system classified results into excellent (90% and above favorable; green), adequate (70-89% favorable, blue), caution (50-69% favorable; yellow), and improvement needed (less than 50% favorable, red). These classifications were arbitrary, meaning that the cut-points for what was considered excellent, etc. were not derived from any calculations or assessment of what the score meant in terms of outcomes or risk. Rather than provide arbitrary classifications, the new DEOCS does not provide any classifications. After collecting and analyzing sufficient data, OPA will develop and report data-driven classifications so that commanders/leaders can make data-driven decisions about what areas to focus on.

62. Why doesn't the new DEOCS show comparisons to Service and like-units?

Comparisons to like-units and Service depend on the ability to accurately aggregate or roll-up results to the Service and like-units. See question #40 for more information on why OPA isn't currently creating roll-ups. When updated roll-up methodology is complete, comparisons will be added to the new DEOCS dashboard and reports.

63. Are Commanders able to access DEOCS results from DEOCS 4.1 or older versions?

The DEOCS Data Retrieval System (DRS) sunset on July 27, 2020. Access to reports based on historical data will be available in early CY21 by contacting OPA.

64. Are comparisons to DEOCS 4.1 possible?

Trends to DEOCS 4.1 are not possible. We note that legacy DEOCS 4.1 unit-level survey reports did not provide trends. The online dashboard will eventually incorporate trends for v5.0 of the DEOCS. Commanders will be able to see all of their DEOCS results going forward from November 2020.

65. Will trends be possible in the new DEOCS?

Yes, one of the new features of the redesigned DEOCS portal is the ability to facilitate easy trend comparisons. Commanders will be able to see all of their prior DEOCS results when they log into the system; this will be going forward from November 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.

66. What implications does the DEOCS redesign have on DEOCS data rights, release authority, and FOIA?

OPA owns the raw DEOCS data and retains authority to release these data. OPA will make DEOCS data available for select research purposes via the Army Analytics Group Person-Event Data Environment (PDE), a secure data enclave for DOD researchers. The policy will require approval from a Service representative for any request that involves raw DEOCS data from that Service.

The Services retain authority to release unit-level reports in response to FOIA requests and other inquiries (e.g., IG investigations). OPA retains authority to release unit-level reports for DOD/Joint Service organizations.

DEOCS Help

67. Can EOAs, survey administrators, and others receive updated training for the DEOCS redesign?

Yes. OPA has developed user guides to provide instructions on how to use the new survey portal; these are available on https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/. OPA is holding bi-monthly live trainings via Microsoft Teams (schedule available at defensureculture.mil) and ad hoc sessions for specialized audiences are available by request. DEOMI has also updated their EOA training to cover how to use the new survey portal.

68. Is a help desk available to answer questions about the new DEOCS?

Yes, a help desk with support staff is available by email (deocs@datarecognition.com) and phone (1-833-867-5674) to answer any questions about the new DEOCS portal and survey from those in the field.

69. Who should EOAs/survey administrators 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 premiere education, training, and consultation center for climate. If EOAs/survey administrators or others in the field need assistance with a climate problem in their unit, they should continue to contact DEOMI.

70. Who should EOAs/survey administrators or others in the field contact if they have questions about how to request and administer a DEOCS?

EOAs/survey administrators or others in the field with questions about how to request, administer, and read the results of a DEOCS should contact the DEOCS help desk managed by OPA.

71. Where can I go to learn more about the DEOCS redesign?

Additional information and resources regarding the DEOCS redesign are available on OPA's CAC-enabled SharePoint site. To access, select your email or PIV login:

https://dhra.deps.mil/sites/OPA/opa-survey/_layouts/15/start.aspx#/DEOCS_Redesign/Forms/AllItems.aspx

List of Questions