



Monitoring Response Rates Introduction

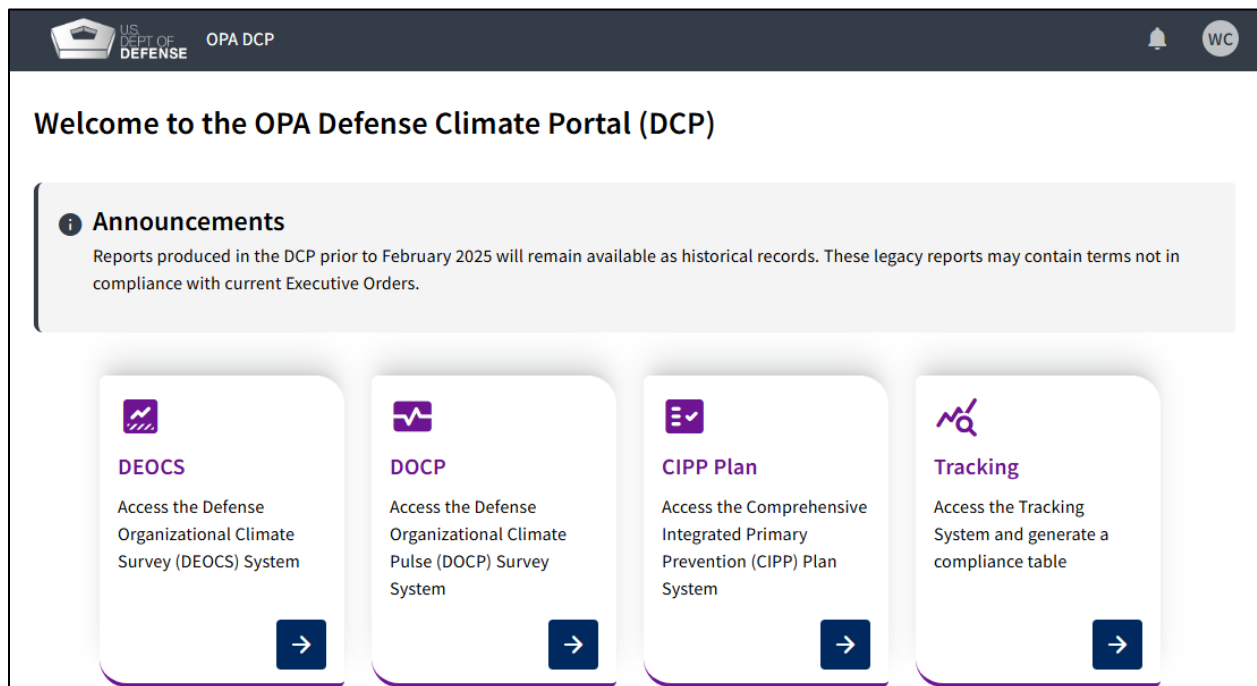
(0:12) Welcome to the OPA Defense Climate Portal Resource Center. This is a training on real time response rates tracking for the DEOCS and DOCP systems.

(0:16) During this training I'll cover three topic areas; Navigating to the Response Rates and Reports section of the DEOCS and DOCP Systems, How to Track Response Rates, and Where to Find Help.

Accessing the OPA Defense Climate Portal

(0:38) This training will start in the Office of People Analytics Defense Climate Portal. If you need access to the OPA DCP, please review the "How to Request an OPA DCP Account" document found on the Prevention.mil Survey Resource Center.

(0:54) Once logged in, I will see four systems, the DEOCS System, the DOCP System, the CIPP Plan System, and the Tracking System. If I was interested in DOCP response rates, I would click on the DOCP System tile. For now, I will navigate to the DEOCS System.



(1:10) On the left side of the DEOCS System welcome screen, there are four tabs. Here I can View Existing DEOCS Requests, Create a New DEOCS Registration, Review and Approve a DEOCS Request, and View Response Rates and Reports. Since we are interested in DEOCS response rates, I will click on the "View Response

Rates and Reports” tab. This is the same tab that will be selected in the DOCP System to view DOCP response rates.

The screenshot shows the DEOCS System interface. At the top, there is a navigation bar with the US Dept of Defense logo, 'OPA DCP', and 'MY APPLICATIONS'. Below this, the main content area is titled 'Welcome to the DEOCS System'. On the left side, there are four primary action buttons: 'View Existing DEOCS Requests', 'Create a New DEOCS Registration', 'Review/Approve a DEOCS Request', and 'View Response Rates and Reports'. On the right side, there is an 'Announcements' section with a notice about legacy reports and a 'DEOCS Announcements' section with a bullet point about the annual fielding window starting on August 1, 2024. Navigation links for 'DEOCS Home' and 'Help' are also present.

Reviewing Response Rates

(1:41) Now I will start looking at some example DEOCS Response Rates data. This is the only tab accessible while the survey is open. The DOCP Response Rates tab functions in the same manner and presents the same information. Response rates are tracked while the survey is live and updated daily at 6:00AM Central Time.

(1:59) Once the survey has ended, it typically takes around 72 hours for the results reports to become available in the other tabs, but keep in mind that it can take up to two weeks for reports to be generated. Let’s review some simulated response rates data.

(2:14) These searchable filters assist users in locating DEOCS results. Using the filters, I can search based on the available registration information. For example, if I’m looking for DEOCS results for a specific commander, I can type in that commander’s name and the other fields will populate with information for any surveys that individual has been a commander for. You might see fewer Service Components here, depending on your account.

(2:38) I can also search by unit or organization title. For example, I’ll type in “test.”

(2:44) The system will search and return relevant results. From here, I can select the unit or organization I want to view response rates for.


(2:52) If there are multiple administrations for this unit or organization, the DEOCS ID and Survey Dates can be selected from. If there is just one administration, the system will automatically select the available information. If I want to go to a different unit’s or

organization’s results, I can click the “Reset Filters” button on the right to start a new search. I’m now going to search for and select “Example Results,” then, click Submit.

(3:20) At the top, the number of participants registered, the number of surveys returned, and the overall response rate for the survey are displayed. Monitoring the number of surveys returned and the response rate continually will help ensure I have the desired response rate before the survey closes. It is important to keep in mind that once a survey is closed, it cannot be reopened. To ensure that results reports are available, a survey needs at least 16 participants.


Service Component	UIC/RUC/PAS/OPFAC	DEOCS ID and Survey Date	Unit Title	State	Group
[ACTIVE DUTY] US Army (USA)	Supp4USA	b478432b [05/13/2024-06/10/2024]	Example Results [Supp4USA]	AZ	Overall Unit/Organization

How to use this information




Participants Registered
64

Participants Registered is the number of unique individuals who were included in the roster and invited to complete the survey.



Surveys Returned
20

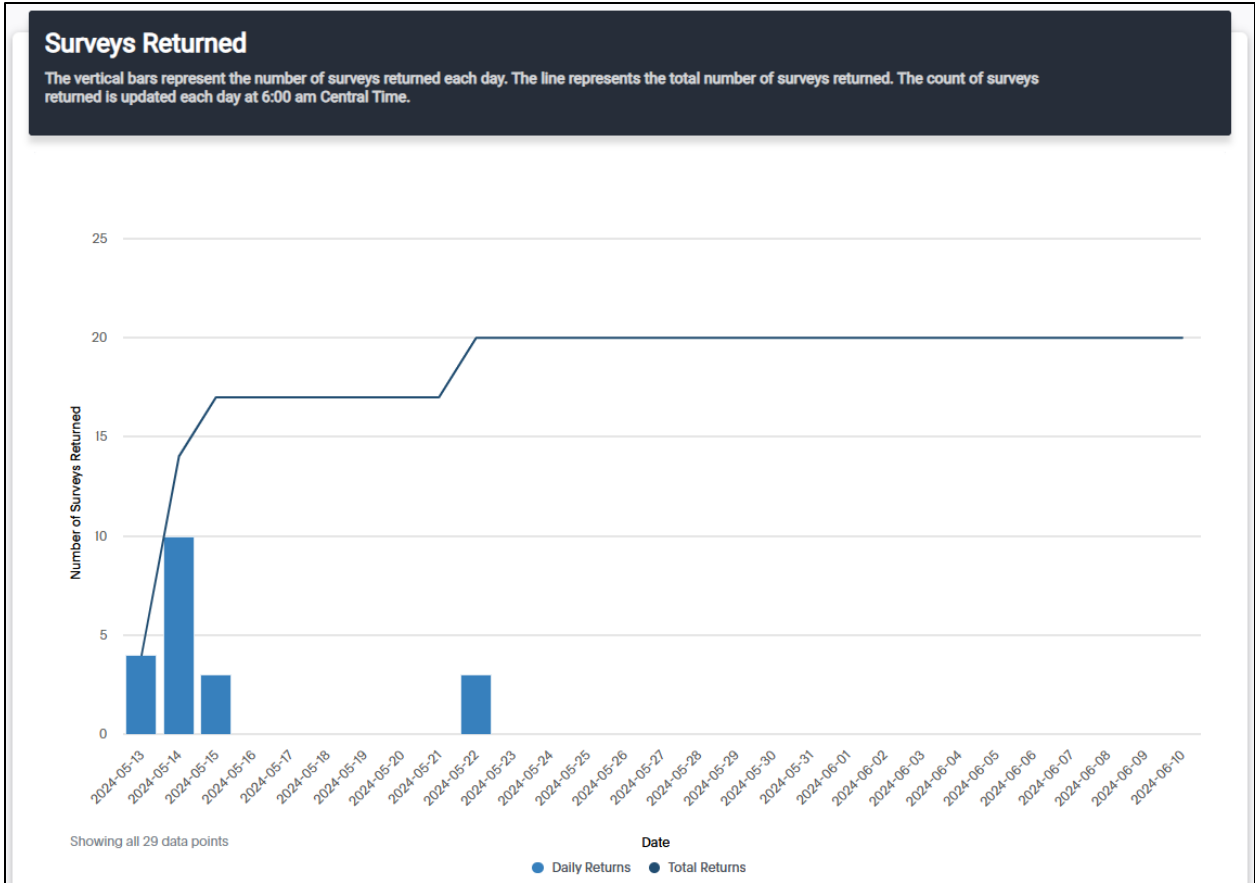
Surveys Returned is the number of surveys that were completed. In order to be considered complete, a participant must have answered at least half of the questions on the survey. As more surveys are completed, this number will continue to grow.



Response Rate
31%

The Response Rate is the percentage of surveys returned divided by participants registered. Response rates may be over 100% if more individuals complete the survey than were included in the roster.

(3:50) Below is a graph of the survey returns over time. If there is a dip in the number of survey returns, consider sending out a reminder to unit or organization members to encourage them to take the survey. If subgroups were included on the roster, individual subgroup response rates can be viewed in the table and graph below.



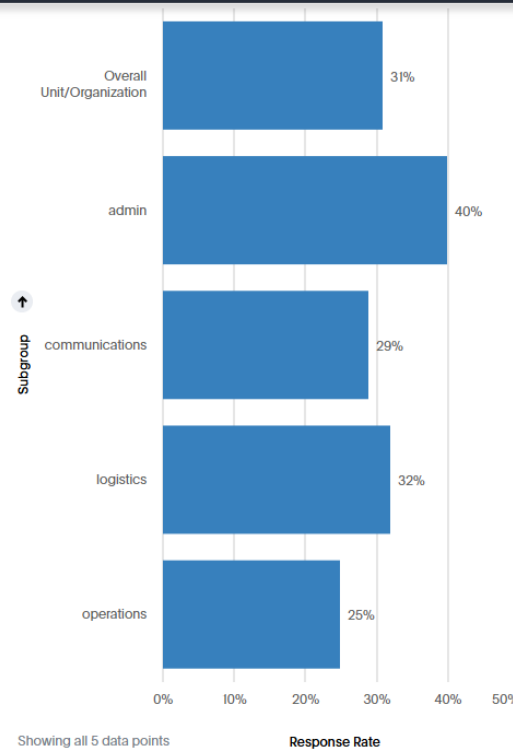
(4:11) These response rates graphs and tables can be filtered. For example, if I want to just compare the response rate for the logistics subgroup to the operations subgroup, I can click on the “Subgroup” axis title and select the two subgroups of interest.

(4:26) The “Surveys Returned” and the “Response Rates” table can be downloaded by clicking in the top right of the graph or table.

Response Rates

The table and graph below display response rates for the overall unit/organization and each subgroup. If your unit/organization had no subgroups, only the overall unit/organization response rate is shown.

Subgroup ↑	Participants Registered	Surv Retu
Overall Unit/Organization	64	
admin	10	
communications	14	
logistics	28	
operations	12	

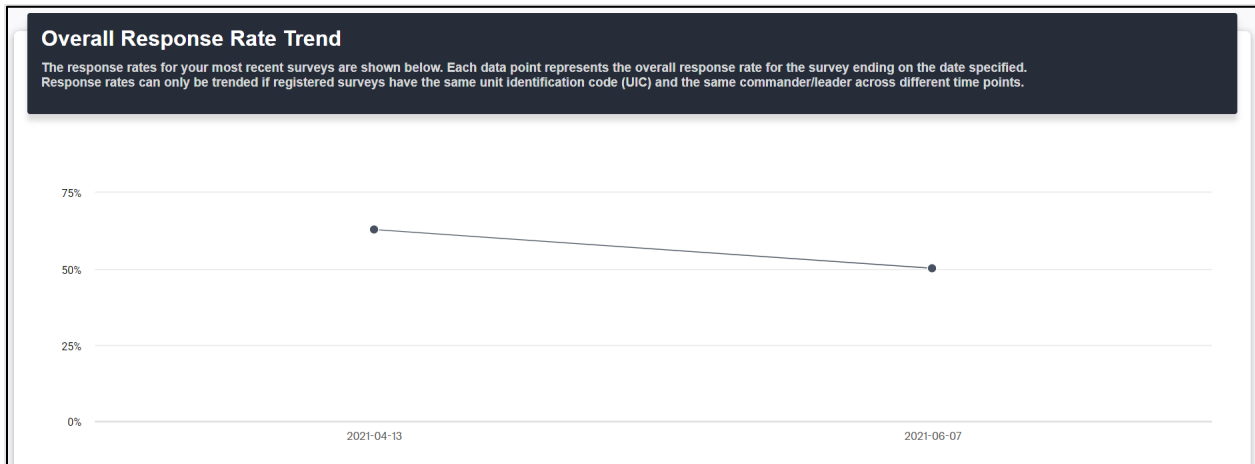


Showing all 5 data points

Response Rate




(4:34) There may be an Overall Response Rate Trend graph below that provides a response rate comparison across survey administrations. So, for example, you can see if your current DEOCS administration's response rate is falling behind the response rate of your last DEOCS administration. This graph will display up to the four most recent response rates for the Unit Identification Code entered during survey registration.

(4:59) Note that for this graph to display trends for your survey, the DEOCS or DOCP must have the same Unit Identification Code and Service Component information. Since I am in the DEOCS System, this trend graph will only display response rates for current and previous DEOCS administrations. In the DOCP System, the trend graph will only display response rates for current and previous DOCP administrations.



Relevant Resources

(5:27) For more information on monitoring response rates and promoting your DEOCS or DOCP, review the resources located in the DEOCS and DOCP Promotion and Participation sections of the Survey Resource Center.

DEOCS	DOCP	Tracking												
PREPARING FOR YOUR CCA	DEOCS PROMOTION AND PARTICIPATION													
CREATE A NEW DEOCS REQUEST	<p>DEOCS Promotional Video Featuring SEAC Troy Black</p> <p>The Senior Enlisted Leader Advisor to the Chairman of the Joint Chiefs of Staff provides a message to inspire individuals to participate in the DEOCS.</p> 													
REVIEW/APPROVE A DEOCS REQUEST														
MANAGE USERS AND PERMISSIONS														
SAMPLE SURVEYS	<p>2024 DEOCS Promotional Poster</p> <p>This poster is designed to help units and organizations promote their DEOCS and includes a QR code that links to the survey. Posters can be placed around the unit or organization or sent out digitally. The poster is available in two sizes. If printing the poster, please use the print versions.</p> <table border="1"> <thead> <tr> <th>Digital</th> <th>Print</th> </tr> </thead> <tbody> <tr> <td>8.5in. by 11in.</td> <td>8.5in. by 11in.</td> </tr> <tr> <td>11in. by 17in.</td> <td>11in. by 17in.</td> </tr> </tbody> </table> 		Digital	Print	8.5in. by 11in.	8.5in. by 11in.	11in. by 17in.	11in. by 17in.						
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DEOCS PROMOTION AND PARTICIPATION														
VIEWING DEOCS RESULTS	<p>2024 DEOCS Promotional Social Media Posts</p> <p>These template social media posts include survey announcement graphics, survey reminder graphics, and survey closing soon graphics for the Army, Navy, Marine Corps, Air Force/Space Force, Coast Guard, and DoD Civilians. Along with these graphics are template social media captions. These resources are designed to promote the DEOCS on unit/organization social channels.</p> <table border="1"> <thead> <tr> <th>Army</th> <th>Air Force/Space Force</th> <th>Marine Corps</th> </tr> </thead> <tbody> <tr> <td>Survey Live</td> <td>Survey Live</td> <td>Survey Live</td> </tr> <tr> <td>Reminder</td> <td>Reminder</td> <td>Reminder</td> </tr> <tr> <td>Last Chance</td> <td>Last Chance</td> <td>Last Chance</td> </tr> </tbody> </table> 		Army	Air Force/Space Force	Marine Corps	Survey Live	Survey Live	Survey Live	Reminder	Reminder	Reminder	Last Chance	Last Chance	Last Chance
Army	Air Force/Space Force	Marine Corps												
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INTERPRETING DEOCS RESULTS														

Closing

(5:41) This concludes the DEOCS and DOCP response rates training.

(5:45) Thank you for taking the time to listen in and have a great day!