



Monitoring Response Rates and Survey Outreach

March 2026

The Defense Organizational Climate Survey (DEOCS) and the Defense Organizational Climate Pulse (DOCP) are two survey tools that provide commanders and other Department of War (DoW) leaders with important feedback about the current command climate within their unit or organization. They are also valuable components of an annual Command Climate Assessment (CCA) and a Change of Command CCA, respectively. While a DEOCS or DOCP survey 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 during survey fielding. This guide provides information on monitoring DEOCS and DOCP survey response rates, as well as strategies to increase response rates.

Note: It is important to remember that to receive a report, a unit/organization needs at least 16 individuals to complete a DEOCS or DOCP survey.

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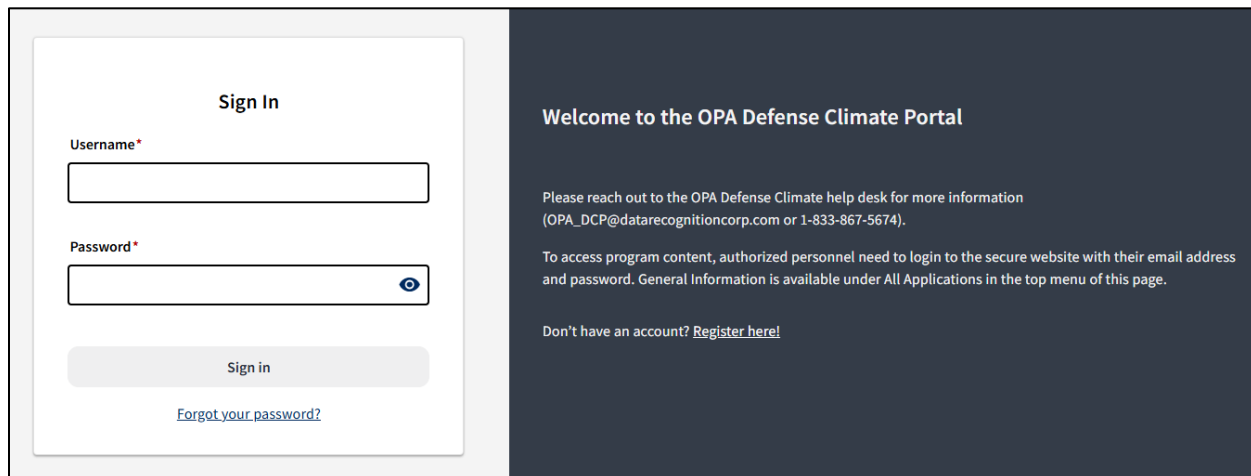
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Monitoring Response Rates

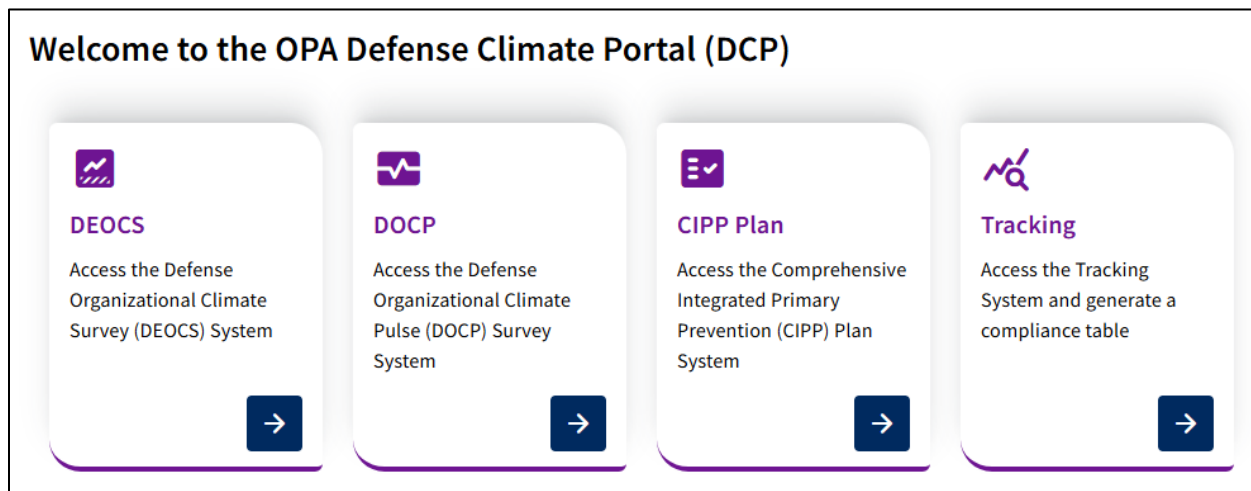
Once a survey is open, survey administrators, commanders, leaders, and their supervisors can monitor response rates via the Office of People Analytics Defense Command Climate Portal (OPA DCP).¹ Monitoring response rates for the DEOCS and DOCP survey is important. Response rates can let survey administrators, commanders, and leaders know if unit or organization members are taking a survey and help determine whether commanders and leaders should perform survey outreach personally. This section will provide a step-by-step guide for monitoring response rates for the DEOCS and DOCP survey.

¹ For more information about the different roles personnel take in managing the DEOCS and DOCP, navigate to <https://www.prevention.mil/Climate-Portal/Defense-Climate-Portal-Survey-Resource-Center/#permissions>, and under DEOCS, Manage Users and Permissions, click on the document titled “OPA Defense Command Climate Portal User Roles and Management.”

- **Step 1 – Log in to the OPA Defense Command Climate Portal.** (<https://www.drceirect.com/all/eca-portal-v2-ui/#/login/deocs>).
 - For best results, use Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari.



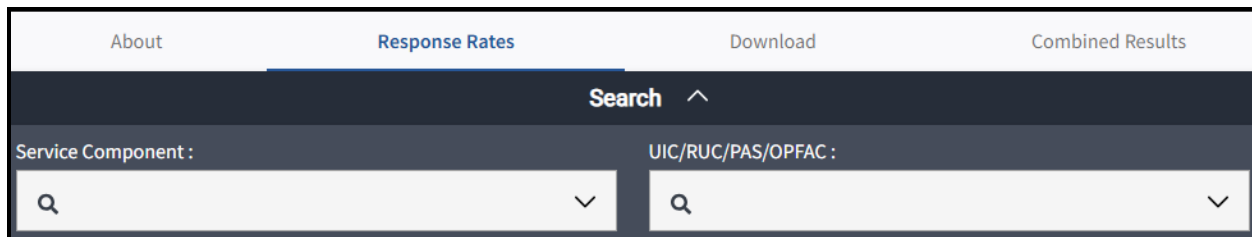
- **Step 2 – Select the DEOCS System or DOCP System, depending on the response rates of interest.**



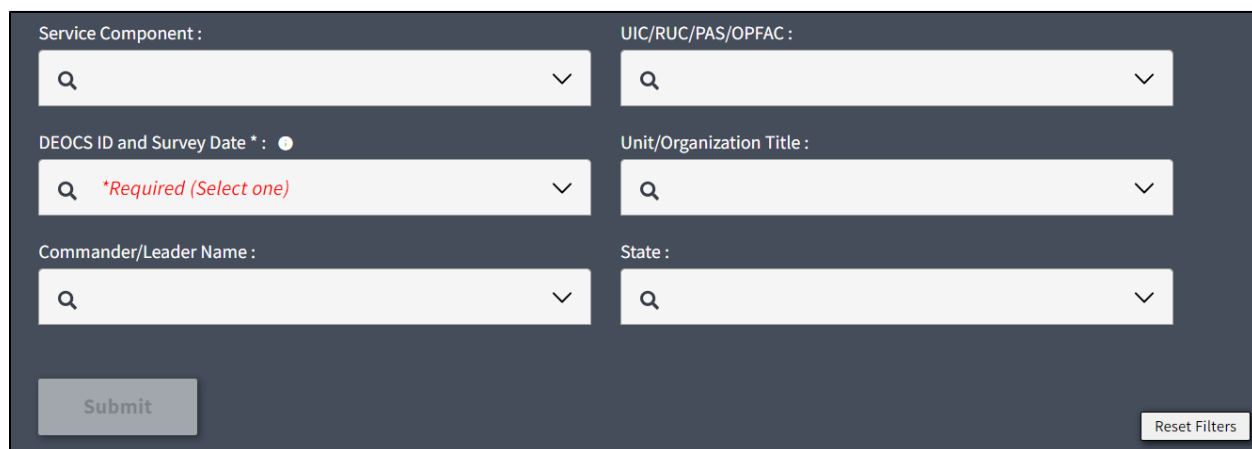
- **Step 3 – Click on the “View Response Rates and Reports” tab.**



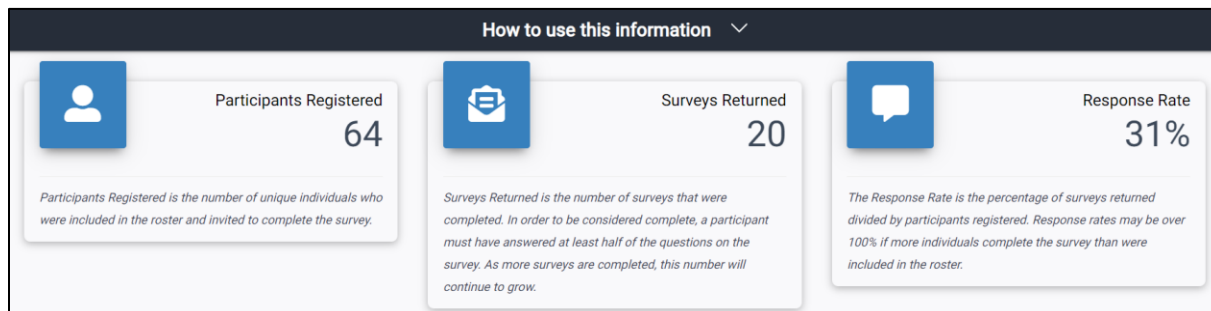
- **Step 4 – Select the “Response Rates” tab.**



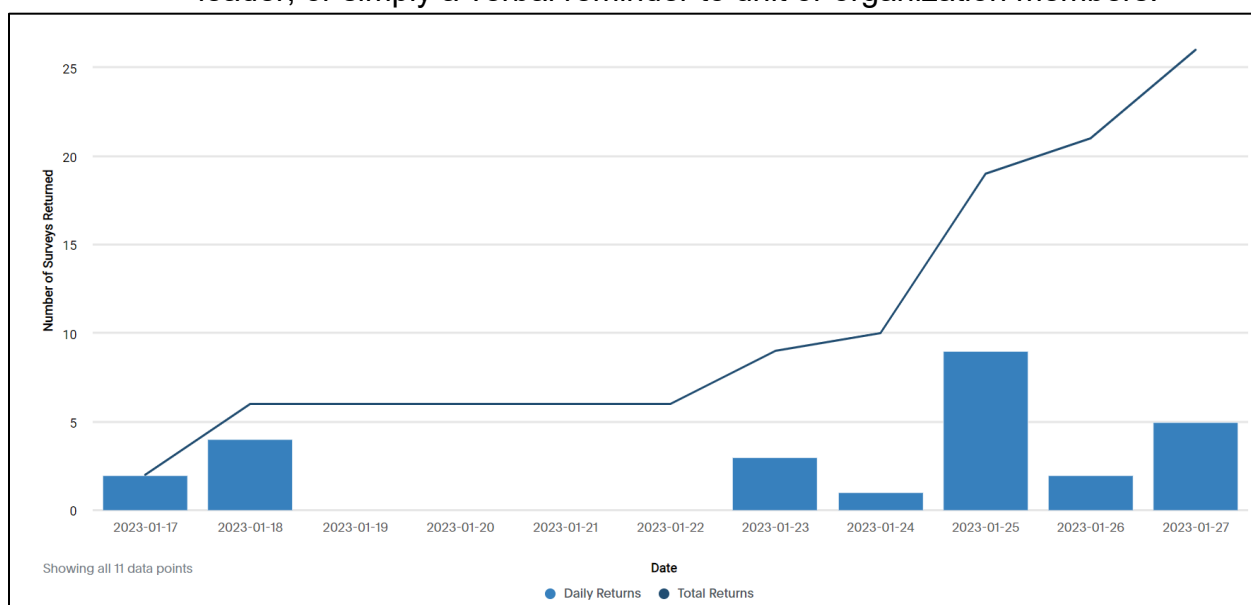
- **Step 5 – Using the filters at the top of the page, select the survey you would like to view, then click “Submit.”** You can use any of the available filters to locate the survey, however, the “DEOCS ID and Survey Date” filter is a required selection. Similarly, the “DOCP ID and Survey Date” filter is also a required selection when monitoring DOCP response rates.



- **Step 6 – 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.

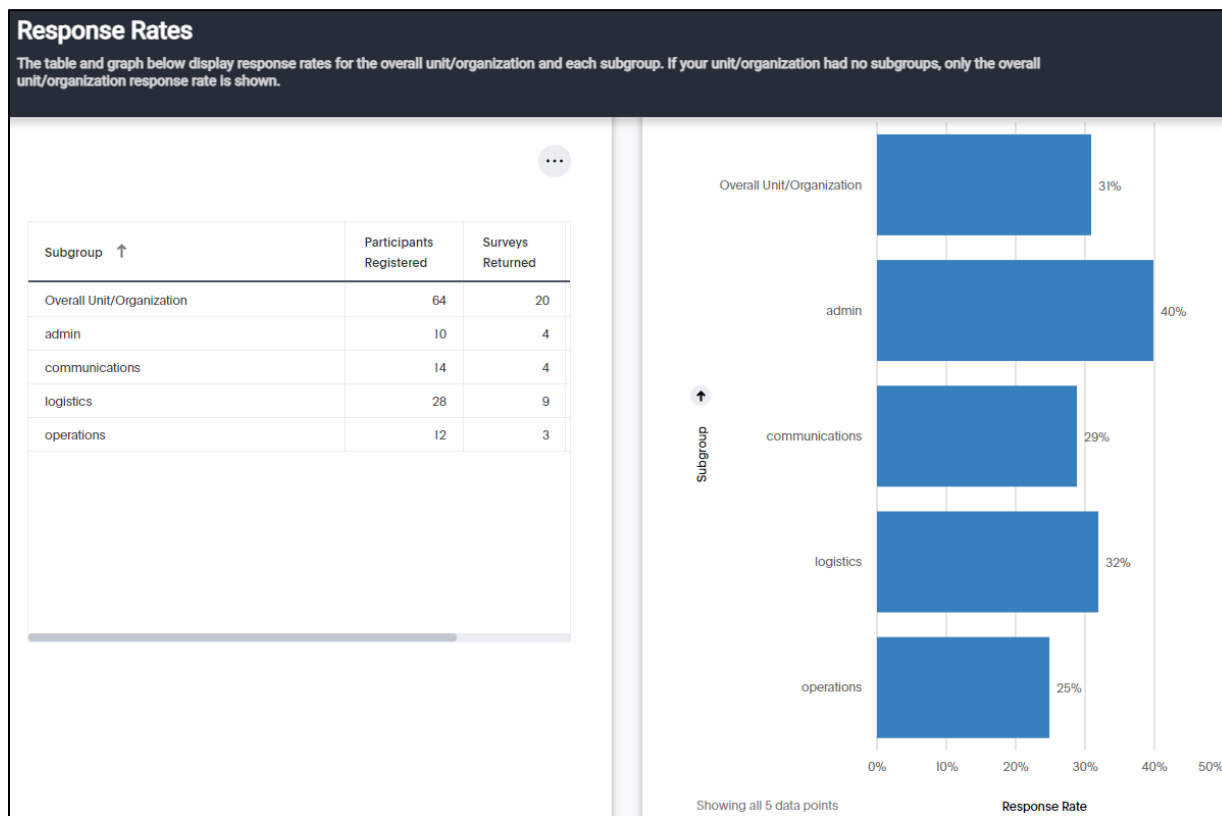


- **Step 7 – Scroll down to review the “Surveys Returned” graph.**
 - This graph shows the number of surveys returned each day the survey has been available. The vertical columns represent the number of surveys completed each day the survey is open, while the line graph represents the total number of 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 survey.
 - We recommend that survey administrators, commanders, and/or leaders remind their unit or organization members to complete the survey. 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.²

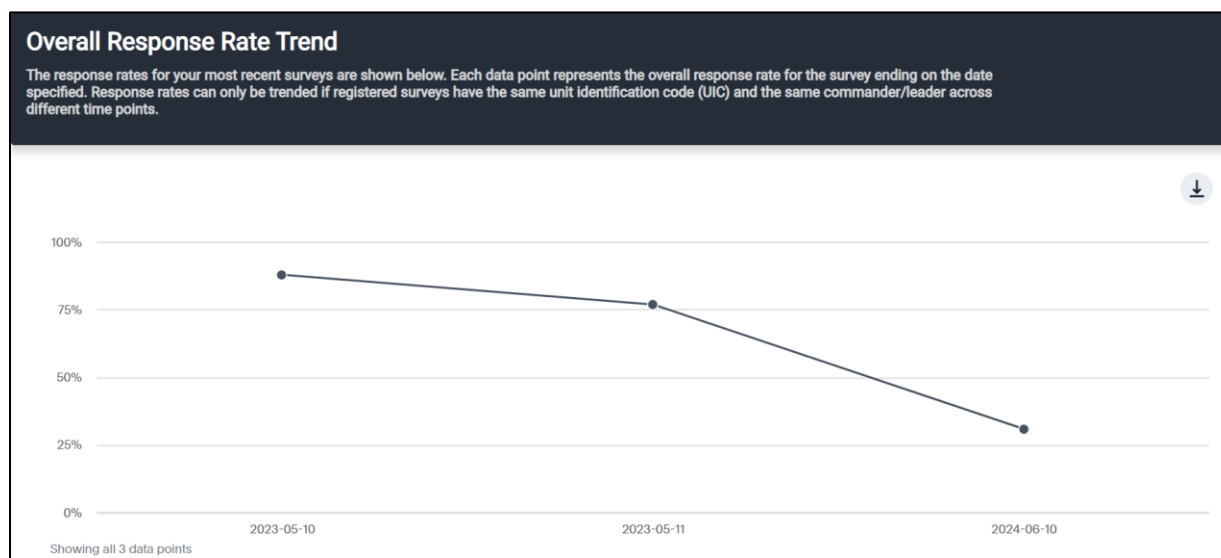


² For a template that commanders and leaders can use to e-mail unit and organization members, navigate to <https://www.prevention.mil/Climate-Portal/Defense-Climate-Portal-Survey-Resource-Center/#participation> and under DEOCS, DEOCS Promotion and Participation, click the document titled “Template Emails for Commanders and Leaders.”

- **Step 8 – Scroll down to review the “Response Rates” table and graph.**
 - This section displays the survey 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.
 - Remember to also monitor response rates for individual subgroups. For survey results reports to be available for a subgroup, five or more participants need to complete the survey. For comment results to be available for the subgroup, at least 16 participants from the group need to complete the survey.



- **Step 9 – Review the “Overall Response Rate Trend” graph at the bottom of the page.**
 - This graph displays response rates for all DEOCS administrations with the same unit identification code (UIC) conducted in the same Service component. The response rates trend graph is not available for DOCP response rates.
 - 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 survey administration to response rates from previous survey administrations.
 - If a survey 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 and DOCP survey. A higher response rate means more individuals 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 survey response rates.

Outreach

A low or slowed response rate may indicate that survey outreach is needed. In this case, the commander or leader should reach out to their unit/organization members to encourage them to take the survey. This section outlines helpful outreach strategies.

- **Kick-Off Events.** A unit or organization may have a survey kick-off event to set the tone for the upcoming survey. Some units or organizations may develop a theme to go along with the survey, put up posters, hand out flyers, or generally communicate the importance of taking the survey to unit/organization members.³
- **Daily Announcements.** The survey administrator, commander, or leader may choose to discuss the DEOCS or DOCP survey during daily announcements to communicate its importance to unit and organization members.
- **Meet and Greet with the Command Climate Assessment (CCA) Team.** The survey administrator, commander, or leader may hold small gatherings or events to interact with unit/organization members while the survey is open. These events can encourage unit/organization members to interact with the survey administrator, commander, or leader, and provide opportunities for the CCA team to discuss the survey and encourage participation. These events can also provide members with an opportunity to ask any questions about the survey.
- **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 importance of the survey.⁴
- **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 survey. While the DEOCS and DOCP survey are 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.

³ For social media posts and posters designed to promote the DEOCS/DOCP, navigate to <https://www.prevention.mil/Climate-Portal/Defense-Climate-Portal-Survey-Resource-Center/> and under DEOCS/DOCP tabs, review the resources under DEOCS Promotion and Participation or DOCP Promotion and Participation.

⁴ For a template that commanders/leaders can use to e-mail a survey reminder, navigate to <https://www.prevention.mil/Climate-Portal/Defense-Climate-Portal-Survey-Resource-Center/#participation> and under DEOCS, DEOCS Promotion and Participation, click the document titled "Template Emails for Commanders and Leaders."

Changing the Survey End Date

Survey Window Automatic Extension

During survey registration, there is an automatic extension feature that automatically extends all survey administrations 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 or the response rate is still below 30%, the OPA DCP will automatically extend the end date an additional week.

Remember that you will need at least 16 participants to receive a report!

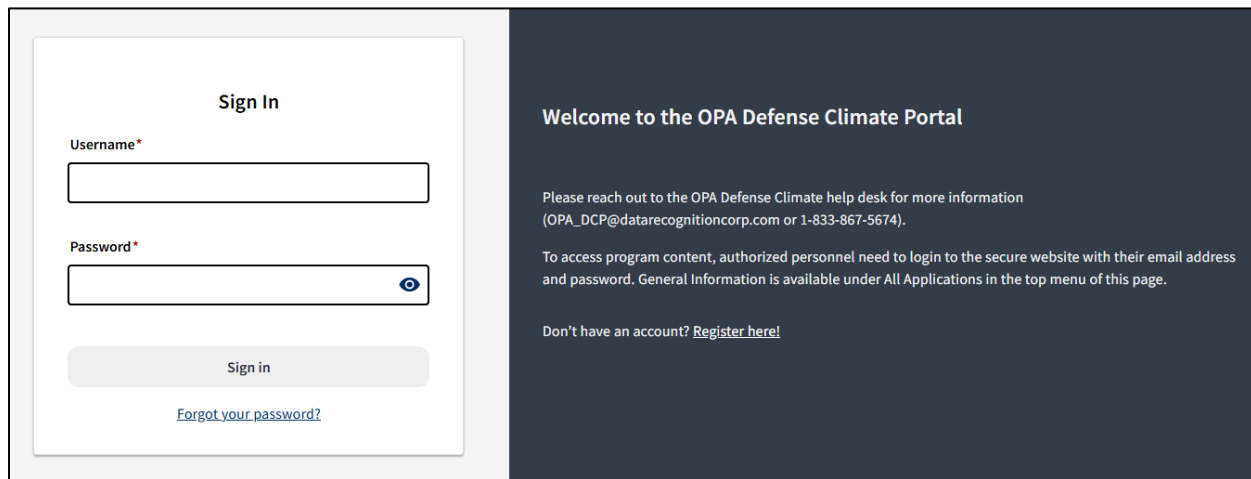
The survey administrator will receive an e-mail about the automatic extension with the new end date. No action is required, but if survey administrators wish to change the survey end date, they may do so using the process outlined below. If participants receive auto-generated e-mails from the system, 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.

Manually Extend the Survey

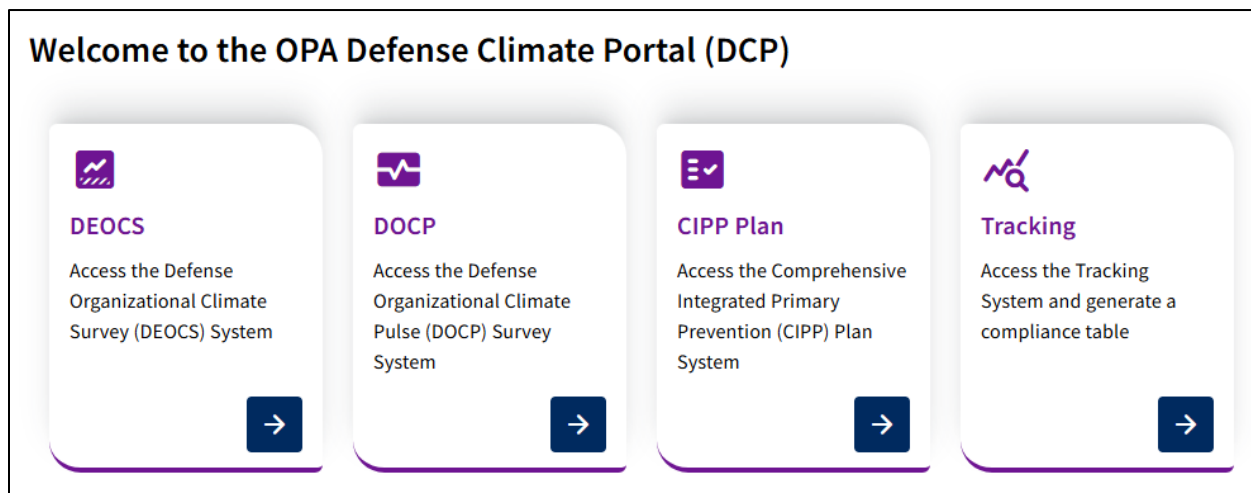
While a survey is open, survey administrators may manually extend it. **To receive a report, you will need at least 16 returned surveys (i.e., 16 participants).** If your survey is nearing its end date and you do not have at least 16 participants, you should extend the end date to ensure you do. **A 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 OPA DCP (<https://www.drceirect.com/all/eca-portal-v2-ui/#/login/deocs>)



- Step 2 – Navigate to the appropriate system page.



- Step 3 – Select “View Existing DEOCS Requests” or “View Existing DOCP Requests.”



Step 4 – A list of available surveys will be shown in the middle of the screen. Click on the specific survey ID to be updated.

- Clicking here will open a new page with more information about the survey.

Survey Registration

unit Showing 15 results: unit New DOCP Request

| | DOCP ID | Registration Name | Unit Title | Administrator | Commander | Survey Window | Participants | Status |
|--|----------|--|-----------------------------|---|-------------------|--------------------------|--------------|-----------|
| <input type="button" value="Clear All Filters"/> Service Component <input type="text" value="Select"/> | 05774936 | DOCP2026_Johnson_52063_05774936 | Defense Climate Portal Unit | William Cosner william.p.cosner.ctr@mail.mil | Johnson, Steve | 03/04/2026 to 03/31/2026 | 23 | Approved |
| | 5295dfs1 | Lonergan_54151_US Marine Corps (USMC)_2024-01-19 | Unit B | Alyssa McHoes alyssa.n.mchoes.ctr@mail.mil | Lonergan, Chelsea | 01/26/2024 to 02/23/2024 | 96 | Cancelled |

- **Step 5 – Select the “Survey Window” section and select your preference for the End Date.**

Due to differences in time zones, allow additional time when selecting start and end dates.

Survey Window

Start Date
03/04/2026
Available at 12:01 AM CT

End Date *
03-31-2026
Closes at 11:59 PM CT

- **Step 6 – Scroll to the top of the page and select the “Done” button.**

OPA DCP VIEW/EDIT REGISTRATIONS ▾

DOCP2026_Johnson_52063_05774936

Survey Administrator: William Cosner
Survey Commander: Steve Johnson

Done

- **Step 7 – If participants receive auto-generated e-mails from the system, reminder e-mails will include the appropriate survey end date.**
 - Survey administrators should inform commanders and leaders of any changes to the survey end date.

Contacting the Help Desk

If you have questions or any problems using the OPA Defense Command Climate Portal to monitor survey response rates or to change the survey end date, please contact our help desk at:

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