Request and Conduct DEOCS

This publication is available for download at the

Defense Equal Opportunity Management Institute (DEOMI)

website at www.deomi.org.

Request and Conduct the DEOCS

The fundamental reason leaders seek to assess an organization is because its climate, positive or negative, will influence the organization's success. In a military setting, unit success is usually measured in terms of "readiness" or a unit's capability to accomplish its mission. Furthermore, the Under Secretary of Defense, pursuant to section 572 of the National Defense Authorization Act (NDAA) for Fiscal Year (FY) 2013, Public Law No. 112-239, as amended by section 1721 of the NDAA for FY 2014, Public Law No. 113-66; and the Acting Under Secretary of Defense for Personnel and Readiness memorandum, "Command Climate Assessments," July 25, 2013, designated the Defense Equal Opportunity Management Institute's (DEOMI) Organizational Climate Survey (DEOCS) as the tool for support of the Department of Defense (DoD) command climate assessment program.

| Request DEOCS | Publicly Endorse Assessment Process | Conduct the DEOCS |

Phase 2 of the assessment to solutions process begins with requesting the DEOCS. Next, leaders should publicly endorse the survey to maximize participation and encourage members to provide frank and honest perceptions about the organization. The final step in conducting the DEOCS is to conduct the survey.

- **Request DEOCS.** Requesting the DEOCS is the first step prior to conducting the DEOCS. In step 1 (*prepare*), the survey administrator collected the list of required information to request the DEOCS located at www.deocs.net step 1, *prepare*. In requesting the DEOCS, administrators need to:

  o   Receive commander/director consent to request the survey

  o   Request DEOCS at www.deocs.net, step 2 "Request a New Assessment Now"

  o   Use the *list of required information* from Step 1 (*prepare*), to request the DEOCS

  o   Have your list of breakout groups for survey breakout

    ▪ Administrators cannot request more than 15 breakout groups

    ▪ Each group must have at a minimum of 16 survey respondents or unit will not receive a report

  o   The DEOCS should be ordered approximately 14 days or more prior to the surveying commencing to allow the administrator time to disseminate all passwords in an organized manner

  o   If the unit requests to administer the survey using paper format, or a combination of online and paper format, allow enough turn-a-round time to receive the paper format in the mail (the length of time depends on the unit's location).

- **Publicly Endorse.** The public endorsement of the organization's DEOCS by leaders emphasizes the importance and positively increases participation. Moreover, higher participation rates provide a more

accurate picture of the organization's climate. Some of the methods leaders can use to publicly endorse the organization's assessment include providing a memorandum outlining the purpose and importance of participation, and conducting town hall type gatherings to answer and respond to questions participants may have prior to carrying out the assessment. The use of email and other types of media available to unit members expands a commander's/director's ability to keep geographically separated members informed of the unit survey and access to participation.

- o Commander's/Director's Memorandum. A memorandum provides the commander/director an opportunity to endorse the importance of the assessment and provides information to participants on the process and importance of responding with honest feedback about the organization that will result in a measurable action plan to pave the future for the organization. At www.deocs.net, administrators will find a sample memorandum under Step 2.

- o Town Hall Meetings. Town hall type forums provide leaders with the opportunity to outline how the assessment will be carried out and highlight critical timelines. Additionally, this allows for commander's/directors and administrators to clarify any questions participants may have, like "is the survey anonymous?", "When will we find out the results?"

- • Conduct the DEOCS. Once organizational leaders have publicly endorsed the assessment, the administrator is now ready to distribute passwords. It is strongly recommended that survey progress is monitored from start to finish. Upon survey completion, the administrator should close-out the survey or request an extension if participation rates are low based on commander/director direction.

  - o **Initiate the DEOCS.** If the online survey was elected, two password options are available: single access password and individual passwords. These passwords will be submitted to the administrator via email. Upon receipt, administrators should distribute passwords to participants with instructions and guidance from the commander. Administrators should disseminate passwords to participants in a way that and ensures anonymity, and not too far in advance to prevent loss or misplacing of passwords. If the paper version of the survey was elected, copies of the survey and Scantron sheets will be mailed to administrators for distribution. Once the survey begins, it is recommended the administrator monitor survey completion progress every 2nd day. Monitoring can assist with determining if a commander/director needs to request a survey extension, and quickly identifies problems with passwords or other technical problems. Monitoring also keeps leaders engaged in positively encouraging organizational members to complete the survey.

Note: Passwords will not function until the survey is open. Once the survey is closed, passwords will not function.

  - o **DEOCS Close-out.** Once the DEOCS is complete, the commander/administrator should close-out the report using the information provided by the DEOCS support team. Likewise, if the unit requested a paper version of the DEOCS, all Scantron sheets should be mailed back to the DEOCS support team. Additionally, administrators will have instructions on what steps are required to download reports. After close-out of the DEOCS, DEOMI will send a notification that the report is complete within 4-6 days to the administrator, commander/director, and the supervisor of the commander/director. Upon completion of the DEOCS, the administrator is now prepared to move to step 3 in the assessment to solutions process which is, *interpret and triangulate the data* in preparation for the development of an action plan and out-brief for the commander/director.