

Frequently Asked Questions & Answers

Q: How is my information safeguarded?

A: Survey administrators, Commanders, and leaders cannot view who has or has not completed the DEOCS, nor can they access an individual participant's survey responses. Your responses are combined with the responses of everyone else in your unit or organization who took the survey. Participants should not include PII in their open-ended responses if they want the survey to remain anonymous. The presentation of results for different subgroups (such as sex, race, ethnicity, or pay-grade) enable Commanders and leaders to better understand the nuances of their unit's or organization's climate and ensures that no group is overlooked. To protect participant privacy, Commanders and leaders will only receive subgroup reports for closed-ended questions if at least five participants respond. If units require additional support, contact the POC below.

Q: What if I have trouble logging into the survey?

A: Make sure you use your DOD ID (located on the back of your CAC) and if re-entering the survey, the correct PIN. If using a government computer, try using your phone or personal computer/tablet.

Q: What if we have a new Member?

A: If you have a member new to your unit or directorate and they cannot access the survey using their DoD ID, contact pedro.velasquez.civ@army.mil or jennifer.r.green18.civ@army.mil with their full name, DoD ID, email and unit/directorate.

Q: Why do I need to provide my DOD ID?

A: The DoD ID is the "key" that will associate the participant with the correct survey roster and subgroup. At no point is the personal information provided when first accessing the DEOCS (i.e., e-mail, phone number, DoD ID) stored with a participant's survey responses, nor is it reported to unit/organization leaders.

Q: Why do I need to create a PIN? What if I forget it?

A: To log into the survey, you must first create a four-digit personal identification number (PIN). This PIN is used to protect your privacy and allows you to re-enter the survey where you leave off if you do not complete it in one sitting. You should safeguard your PIN to prevent unauthorized access to your survey. If you forget your PIN, the system cannot recover it for you, you cannot create a new one, and you will not be able to re-enter your survey. Any questions that you answered prior to saving the survey or being timed-out due to inactivity will be submitted when your DEOCS closes.