



Coast Guard Organizational Assessment Survey (CG-OAS) Frequently Asked Questions

Last updated 1 May 2019

2019 CG-OAS administration will begin the week of 29 APR 2019 and run to on or about 12 JUL.

CG-OAS Administration Team

If you need assistance with the OAS and your question is not answered below, please contact us.

CG-OAS Program Manager:
Mr. Paul Redmond paul.e.redmond@uscg.mil 202-475-5030
U.S. Office of Personnel Management (OPM)
Dr. Benjamin Liberman, benjamin.liberman@opm.gov

General Information

People *SHOULD NOT, Repeat SHOULD NOT***forward their survey invitation to other people.**

Each person (i.e. active, reserve, civilian) receives a unique survey invitation. This approach assures only one survey per person. People may forward their survey invitation to another email account (e.g., home, civilian job (for SELRES)) if they would like to complete the survey at a different location.

The survey invitation and reminders are from:

From: Benjamin.Liberman@opm.gov

Subject: Invitation to take the 2019 Coast Guard Organizational Assessment Survey

If people did not receive a survey invitation or need their survey invitation resent they should email HQS-DG-LST-OASPOCS@uscg.mil and U.S. OPM will send their invitation.

Why are we doing the CG-OAS?

The CG Organizational Assessment Survey (OAS) is designed to help the Coast Guard become a better service by providing a process by which CG members can tell their chain of command and HQ program and community managers what they are thinking and feeling about their work, their lives, their careers, and their relationship with the Coast Guard.



Is my response confidential?

Yes. The United States Office of Personnel Management (OPM) will collect and store the survey data. Your individual responses will be combined with others in your unit to create summary reports and datasets. No one in the Coast Guard will have access to any results that allow for an individual to be identified so please be candid. The U. S. Office of Personnel Management, not the Coast Guard, will keep all responses. U.S. OPM is under regulation to keep responses confidential. The tool used to generate reports requires at least 8 people to have answered a question before it will generate a report. **For example, if your unit looks at results for MK and E-4, results will not be displayed unless 8 MK3s answered the question.**

How do I get an invitation to take the survey if I did not receive an e-mail?

All survey invitations will be sent out by 10 May. Please check to see if Outlook moved the invitation to your Junk mail.

From: Benjamin.Liberman@opm.gov

Subject: Invitation to take the 2019 Coast Guard Organizational Assessment Survey

If you cannot find an invitation, in a very short time, please e-mail paul.e.redmond@uscg.mil or the [Survey Administration Team](#) and they will contact U.S. OPM to have an invitation sent to you.

Who will use the results of the CG-OAS?

The Chain of Command, Command Master Chiefs, Rating Force Master Chiefs, Program Managers, Community Managers, Civilian Personnel, Reserve Component Managers, and many others will use the results of the CG-OAS. These people will use the results to have a better understanding of the issues and concerns affecting members/employees. The results will also measure the success of past actions at addressing your issues and concerns.

How long does the CG-OAS take?

It takes approximately 30-45 minutes to complete the CG-OAS.

How long will the CG-OAS be available for completion?

The CG-OAS will be available available for completion to on or about 12 July 2019.

How many questions are in the survey?

There are 100 survey questions from the OPM standard survey. While a smaller number would be nice, the need to be able to compare results with other CG-OAS users requires minimal changes. These questions allow us to benchmark the Coast Guard against other Federal Agencies who have used this survey and for some questions against the private sector.



There are 55 Coast Guard specific questions that address significant areas not covered by OPM's standard questions.

Additionally, there are 32 demographic questions. This number is driven by the desire to make the results usable across a wide range of program and community managers and remove the need for other surveys.

Why are there so many questions and such detailed demographic items?

A major goal of the CG-OAS is to provide meaningful information to a broad range of users for your unit through headquarters. This approach greatly reduces the need for other surveys. For example the 2014 Culture of Respect study used CG-OAS results eliminating the need for a separate survey. The continued use of the CG-OAS will allow the Coast Guard to gauge progress on the issue of respect in the workplace.

How soon will results be published?

Results will be published to the CG Portal and made available via U.S. OPM's report tool in late summer 2019.

Will results be made available to Unit CO/OINCs?

Yes, but within the bounds of confidentiality. At least 8 responses from the unit are required to provide feedback information to the unit. Also, any individual question requires 8 responses for it to be included in the feedback. Unit level results will also be placed in CGBI with unit leadership having access based on their CAC and position number. When a new CO/OINC reports they will be able to see 2017 and 2019 OAS results for the unit in CGBI if the unit had 8 responses.

Will results be made available to the COs/OINCs' commander?

Not directly. Results will not be made available to the CO/OINCs' commander except when provided by the COs/OINCs. Providing unit level results directly to higher echelons without the COs/OINCs' knowledge does not support honest and healthy communications in the chain of command. Commanders are highly encouraged to discuss unit level results with subordinate commanders as part of routine support to and mentoring. CGBI results will be in an EXCEL spreadsheet and can be saved and shared with others such as the unit LDAC and the COs/OINCs commander.

Was this survey done before?

Yes. The first CG-OAS was conducted in spring 2002 and subsequently in 2004, 2006, 2008, 2010, 2012, 2014 and 2017.

Are the results of the CG-OAS from previous years available?

Yes. General results are available by visiting the CG Portal page: <https://cgportal2.uscg.mil/communities/hr-survey/SitePages/OAS.aspx>.



Unit Point of Contact Information

What is my job as a Unit POC?

The Unit POC answers questions from the crew about the CG-OAS, supports the command in advertizing the CG-OAS at the unit, and is the link with the HQ CG-OAS Administration Team. The Coast Guard Organizational Assessment Survey is a major step forward in meeting the needs of Coast Guard personnel. Your leadership as the Unit Point of Contact is critical. Accurate measurement of how our people view the Coast Guard and their role in it is dependent on two things:

1. Honest responses
2. Good response rates

Please make it clear to your people how important the CG-OAS is and its role in improving the Coast Guard workplace. People will have questions and you are the "go-to-person" for answers. The FAQs should answer most of these questions. If a new question comes up at your unit, it most certainly will be asked at another unit. Pass these questions on to our staff and we will incorporate the answer into a new FAQ, which we will then redistribute to all POCs.

Flyers and POC support material are available at <https://cgportal2.uscg.mil/communities/oas-admin/Organizational%20Assessment%20Survey%20Administration/Forms/AllItems.aspx>

Is this a voluntary survey?

Yes. The CG-OAS is a completely voluntary survey and no one should be forced or pressured into taking it. There will always be people that, for a variety of reasons, will choose not to complete the CG-OAS. However, please understand the importance of this survey and its role in improving the Coast Guard workplace. People at all levels of the chain of command will use CG-OAS results to aid in decisions about our working environment. Rating Force Master Chiefs, Program Managers, Facility Managers, and many others whose decisions affect our working day will use this information as a guide. Conveying this sense of importance to our members will help motivate a majority of people to complete the CG-OAS. The best way to stimulate participation is for the unit and the Coast Guard to make good use of the information provided by Coast Guard People. To support the effective use of CG-OAS results the below questions are on the CG-



OAS so people can provide their opinion on use of CG-OAS results to their unit and by HQ Program and Community managers.

- I believe the results of this survey will be used by my unit/command to make my unit/command a better place to work.
- I believe headquarters program and community managers make effective use of the Coast Guard Organizational Assessment Survey (CG-OAS) results to make the Coast Guard a better place to work.

The CG-OAS is voluntary for individuals but commands are expected to support the CG-OAS.

How will the Survey Administration Team communicate with the Unit POC?

The Survey Administration Team will provide information by email to the Unit POC. The [Survey Administration Team](#) members are also available by email and telephone to answer questions.

As a Unit POC, can I find out how many people from my unit have completed the survey?

Yes. The Survey Administration Team receives participation data daily from the United States Office of Personnel Management. Unit participation by Active Duty Members (including US PHS), Selected Reserve Members, and Civilian Employees will be provided weekly and upon request from units.

People have completed the CG-OAS but this completion is not reflected in the count of responses. Why not?

All of the individual responses are submitted to the Office of Personnel Management. The U.S. Coast Guard does not collect the responses. The Coast Guard receives counts from OPM and then updates the information to our local database. This process typically takes 2-3 days from the time your surveys are submitted. We regret the delay but this is one way we ensure peoples confidentiality.

The email I received says I have more/less members assigned than I really have at my unit.

Counts of people assigned to your unit came from Direct Access. If you believe this number is wrong you can contact the [Survey Administration Team](#) and we'll get it sorted out. Be sure to double check that you're including your reservists.

Taking the Survey

Can I stop and save my work and come back later?

Yes. Click "save" and then use your original survey link to go back to the survey. You will return to page 1, not to whatever item you answered most recently, but



your previous answers will still be there. You will have to manually navigate to the page where you left off.

Is there any place on the survey for comments?

No. The CG-OAS is designed to capture quantifiable data from all respondents. Because of the randomness of respondents that choose to provide comments the statistical value is lost. Individuals are encouraged to provide recommendations via other forums such as the Leadership Excellence and Diversity (LEAD) Councils (<https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Civilian-Human-Resources-Diversity-and-Leadership-Directorate-CG-12/Diversity-and-Inclusion/LEAD-Council/>), local Leadership and Diversity Advisory Councils (LDACs), Innovation Council, Gold and Silver Badge CEAs, Rating Force Master Chiefs, and to responsible Program and Community Managers. One of the key reasons for the CG-OAS is to measure and evolve the Coast Guard culture so that issues, concerns, and good ideas submitted to these groups are effectively evaluated and acted on resulting in positive change to routine Coast Guard life.