



2010 Federal Employee Viewpoint Survey Frequently Asked Questions for Department of Commerce Employees

Q.1. When and by whom will the survey be administered?

The U.S. Office of Personnel Management (OPM) will administer the 2010 Federal Employee Viewpoint Survey (formerly the Federal Human Capital Survey) to more than 500,000 Federal employees beginning the week of February 1 – March 26, 2010.

Q.2. Who will be able to respond to the survey?

OPM used data from their Central Personnel Data File to identify 32,756 full-time permanent competitive and excepted service Commerce employees that have been on board as of June 30, 2009. Those employees will receive individual email messages from OPM with information on how to personally access the survey.

Q.3. Why is this survey being conducted?

Public Law 108-136, The National Defense Authorization Act for Fiscal Year 2004, Section 1128, codified in Subpart C, Employee Survey, Title 5, Code of Federal Regulations, Part 250 requires all Federal Government agencies to conduct annual surveys of employees to assess their satisfaction with leadership policies and practices.

Q.4. When will results be available?

The Department-wide results will be available online by August 1, 2010.

Q.5. What actions have been taken based upon previous survey results?

The following are a few examples of actions taken at the Department-level based upon feedback from employees on surveys:

- Commerce Careers in Motion Program

After a successful pilot, the Commerce Careers in Motion Program was launched. The Careers in Motion Program is comprised of a series of integrated tools, sequential workshops and one-hour individual career planning sessions to help employees actively manage their careers. The workshops address topics such as Individual Development Plans, job applications, resumes, interview preparation, and other general job search skills. The Careers in Motion Program includes employee access to a self-assessment tool. More information on the Careers in Motion Program can be found at the following link: <http://www.doccareer.com/>

- More Online Training

Over the past 4 years, more than 800 new courses have been added to the Commerce Learning Center (CLC), the Department's online learning management system, and usage continues to increase. The CLC provides one-stop access to more than 2,500 off-the-shelf and customized web-based training courses. Areas of study include project management, information technology and computer software, leadership, procurement, and many others. Recent initiatives to enhance the CLC include establishing a 24/7 online chat function and automatically adding approved courses to employees' email system calendars. Employees are encouraged to take full advantage of the opportunities offered through the CLC via the following link:

<http://learning.doc.gov/index.htm>

- Reduced Hiring Cycle Time
The average number of work days between the time a vacancy announcement closes until an offer is made was reduced from 146 days to 32 days, and that average holds steady today. Work is continuing on the effort to enhance the functionality in the automated hiring system to track and further reduce the hiring cycle timeline. Briefings for hiring managers were designed to help them choose the best hiring strategies to meet their needs. More information on the Department of Commerce Tools and Techniques for Finding the Best Talent is available at the following link:
http://www.hr.commerce.gov/s/groups/public/@doc/@cfoasa/@ohrm/documents/content/dev01_006590.pdf
- Expanded Leadership Development Programs
The Department expanded leadership development programs by offering more training and development for employees at all levels, including GS-2 through GS-15 or equivalent. The Office of Management and Budget complimented Commerce for the comprehensive range of leadership development and certificate programs for employees, which include the Senior Executive Service Candidate Development Program, the Executive Leadership Development Program, the Aspiring Leaders Development Program, the Project Management Certificate Program, and the Administrative Professional Certificate Program. More information on all of these programs can be found at the following link:
<http://hr.commerce.gov/Employees/TrainingandDevelopment/index.htm>

Q.6. How can I be assured that my responses are confidential?

OPM is responsible for administering the 2010 Federal Employee Viewpoint Survey and does not provide raw data to any participating Federal agency. Therefore, no Department of Commerce units will have access to any individual's responses. All reports provided to the Department from OPM will present calculated aggregate percentages only.

Q.7. How is the demographic information presented and used?

All demographic calculations are always received and presented separately from answers to survey questions or other demographic items. No individual or group answers to survey questions are ever provided in conjunction with associated demographic data at any level (Departmental, bureau, or organizational unit). The Department uses demographic data to compare the composition of the respondents to the composition of our workforce, as one of our validity measures. Please see the 2007 Commerce Annual Employee Survey results at the following link to view how demographic data is presented:

http://hr.commerce.gov/s/groups/public/@doc/@cfoasa/@ohrm/documents/content/dev01_006591.pdf

Q.8. How is this survey different from the 2009 Commerce Annual Employee Survey, which was just administered?

As listed under the answer to Q.3., Title 5, Code of Federal Regulations, Part 250 requires all Federal Government agencies to conduct annual surveys of employees to assess their satisfaction with leadership policies and practices. Traditionally, the fulfillment of this requirement alternated between OPM and Federal agencies. Beginning in 2002, OPM administered the Federal Human Capital Survey during even-numbered years. Beginning in 2007, Federal agencies administered their own annual employee surveys during odd-numbered years. However, beginning in 2010, OPM will be responsible for administering the Federal Employee Viewpoint Survey every year, thereby replacing the Federal Human Capital Survey and Federal agencies' annual employee surveys, including the Commerce Annual Employee Survey, which was just administered for 2009.

Q.9. When will the survey be administered again?

OPM will administer the Federal Employee Viewpoint Survey annually. Although the 2011 administration dates have not been specified yet, they should fall around the same time next year.

Q.10. What do I do if I encounter technical difficulties?

If the personalized link that will be enclosed in your individual email does not take you directly to the survey, copy and paste the link into a browser window. You should also try to click on, copy and paste, or manually type in that link as well. If you still are unable to access the survey, please contact your servicing IT support helpdesk.

Q.11. Whom can I contact for more information?

For more information, please send an email to the following: CommerceSurveys@doc.gov