



2012 Federal Employee Viewpoint Survey Frequently Asked Questions for Commerce Employees

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

The U.S. Office of Personnel Management (OPM) will administer the 2012 Federal Employee Viewpoint Survey (FEVS) to Federal employees during May 14 through June 25, 2012. The survey will be open to Commerce employees for six weeks beginning May 14, 2012.

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

Data from the National Finance Center was used to identify 34,782 full-time and part-time permanent competitive and excepted service Commerce employees that have been on board since October 31, 2011 and have an email address on file associable with their social security number. 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 Title 5, Code of Federal Regulations, Part 250, Subpart C, Employee Survey, requires all Federal Government agencies to conduct annual surveys of employees to assess their satisfaction with leadership policies and practices. From 2002 to 2009, the survey requirement was fulfilled through OPM's Federal Human Capital Survey (FHCS) and the Commerce Annual Employee Survey (AES). In 2010, both the FHCS and AES were replaced by the Federal Employee Viewpoint Survey, which OPM administers annually.

Q.4. When will results be available?

The Department-wide results will be available online no later than October 26, 2012.

Q.5. When will the survey be administered again?

OPM administers the Federal Employee Viewpoint Survey annually. Although the 2013 administration dates have not been specified yet, they should fall around the same time next year.

Q.6. What actions have been taken based upon previous survey results?

The following are a few bureau-specific and Commerce-wide examples of actions taken based upon feedback from employees on surveys:

- [NTIA Diversity Council](#)

The National Telecommunications and Information Administration (NTIA) Diversity Council's charter was adopted on October 17, 2011. The Council is composed of 10 team members that reflect a cross-section of NTIA's workforce, including a mixture of grade levels, gender, race, job classification, and offices. The purpose of the Council is to assist the Assistant Secretary and the NTIA Senior Leadership Team in developing and implementing NTIA's diversity programs and activities, monitoring and evaluating their effectiveness, and communicating the program results to NTIA staff. It promotes diversity and employee inclusion policies and programs; improves awareness of diversity issues across all NTIA offices; and supports compliance with the Department of Commerce's diversity policies and programs.

- USPTO Creativity and Innovation Challenge
 The U.S. Patent and Trademark Office (USPTO) piloted the Creativity and Innovation Challenge in 2010 among the Patent Business Unit. The competition offers employees the opportunity to come up with innovative ideas and suggestions for improving all aspects of the bureau, to foster employee engagement, creativity, and innovation. The expanded bureau-wide program was launched in May 2011, resulting in 3 finalists out of 180 submissions for possible implementation. Finalists are also formally recognized by the Under Secretary and Director of USPTO.
- ITA Executive Coaching Program
 The International Trade Administration (ITA) established the Executive Coaching Program to provide leaders with the necessary tools to increase their leadership competencies. The program is designed for one-on-one coaching and provides participants with customized development.
- Performance Management Consulting Center
 The Department opened the Performance Management Consulting Center for FY 2010 on January 11, 2010. Hosted by the Department's Program Manager for Performance Management and Recognition, the center provided managers an opportunity to have a selected number of their performance plans reviewed. Each session included a brief overview of the requirements for good performance plans, managers elaborating on their organizations and what type of work is crucial to document in a performance plan, and a diagnostic of as many performance plans as possible, with the goal of providing managers with options for improving both the results and the credible measures in each plan. More information on the center is available at the following link: http://hr.commerce.gov/NewsAndEvents/PROD01_008691
- Expanded Leadership Development Programs
 The Department expanded leadership development programs by offering more training and development for employees at all levels, including GS-2 or equivalent through the Senior Executive Service (SES). During FY 2010 and 2011, the Leadership Education and Development Certificate Program pilot and the Executive Education Program pilot became the most recent additions to Commerce's program offerings. The programs were established to supplement the previously existing programs including the SES 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 these programs is available at the following link: <http://hr.commerce.gov/Employees/TrainingandDevelopment/index.htm>
- Reduced Hiring Cycle Timeline
 Since September 2009, the average number of calendar days between the time a complete recruitment request package is received by human resources to the time a new employee enters on duty has been reduced from 133 calendar days to 77 calendar days, as of FY 2012 Quarter 1. Significant quarterly improvements were achieved through policy and procedural modifications, the establishment of automated tracking systems, comprehensive data collection and analysis, the creation of a Hiring Timeline Dashboard, and top leadership involvement and review. Additionally, briefings and guidance materials for hiring managers were designed to help them choose the best hiring strategies to meet their needs. More information on the Tools and Techniques for Finding the Best Talent is available at the following link: http://hr.commerce.gov/s/groups/public/@doc/@cfoasa/@ohrm/documents/content/prod01_009574.pdf

Q.7. How can I be assured that my responses are confidential?

OPM is responsible for administering the 2012 Federal Employee Viewpoint Survey and does not provide raw data to any participating Federal agencies. Therefore, no Department of Commerce units will have access to any individuals' responses. All reports provided to the Department from OPM will present calculated aggregate percentages only.

Q.8. 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 2011 Commerce FEVS results at the following link to view how demographic data is presented:

http://hr.commerce.gov/Practitioners/StrategicManagementofHumanCapital/PROD01_009539

Q.9. What do I do if I encounter technical difficulties?

Invitations to complete the survey will come from EVCN@opm.gov (IP address 205.131.188.139). 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 the address bar of your web browser. You may also try to manually type in the link as well. If you still are unable to access the survey, please contact your servicing IT support helpdesk.

Q.10. Whom may I contact for more information?

More information on the Federal Employee Viewpoint Survey administration methodology and results is available at OPM's website at www.fedview.opm.gov. Additionally, you may send an email to CommerceSurveys@doc.gov.