



## 2011 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 2011 Federal Employee Viewpoint Survey to Federal employees during April and May 2011. The survey will be open to Commerce employees beginning sometime during the week of April 4, 2011 and ending May 31, 2011.

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

Data from the National Finance Center was used to identify 33,567 full-time permanent competitive and excepted service Commerce employees that have been on board since September 30, 2010. 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 September 30, 2011.

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

OPM administers the Federal Employee Viewpoint Survey annually. Although the 2012 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 examples of actions taken at the Department-level based upon feedback from employees on surveys:

- **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](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. The Office of Management and Budget complimented Commerce for the comprehensive range of leadership development and certificate programs available to employees. 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 96 calendar days, as of FY 2011 Quarter 1. Work is continuing on the effort to optimize the use of current or future automated systems to track and further reduce the hiring cycle timeline. Additionally, 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/dev1\\_006590.pdf](http://www.hr.commerce.gov/s/groups/public/@doc/@cfoasa/@ohrm/documents/content/dev1_006590.pdf)
- 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 5 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>

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

OPM is responsible for administering the 2011 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 2009 Commerce AES results at the following link to view how demographic data is presented:

[http://hr.commerce.gov/groups/public/@doc/@cfoasa/@ohrm/documents/content/prod01\\_009185.pdf](http://hr.commerce.gov/groups/public/@doc/@cfoasa/@ohrm/documents/content/prod01_009185.pdf)

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

Invitations to complete the survey will come from [EVC@opm.gov](mailto:EVC@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 can 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](http://www.fedview.opm.gov). Additionally, you may send an email to [CommerceSurveys@doc.gov](mailto:CommerceSurveys@doc.gov).