

New Requirements for Supporting Statement A

GenIC

Request for Approval under the Generic Clearance for the Collection of Routine Customer Feedback

OMB Number 0920-1050

2020 EIS Virtual Recruitment and Match Customer Service Survey

- Goal of this study is to assess the outcomes of and experience with the virtual recruitment and match process to a) improve the process for the future and b) assess the viability of incorporating features of the virtual match into the regular, in-person match process.
- Intended use of the resulting data is to improve the logistics, communication, and quality of the match experience for planning future match processes
- Data will be collected using Survey Monkey, a web-based survey tool
- The subpopulation to be studied is 2020 Incoming EIS Officers and 2020 Recruiters (potential supervisors, current EIS officers)
- Data will be analyzed using descriptive statistics