Attachment 1. 2020 EIS Virtual Recruitment and Match Customer Service Feedback Survey

[PAGE 1] INTRODUCTION

Thank you for participating in the 2020 EIS match process. This was the first year EIS conducted match 100% virtually and we value your feedback. This <u>anonymous</u> survey should take an average of 5 minutes to complete.

To ensure that your responses are being saved as you navigate through the survey, please use the "Previous" and "Next" buttons at the bottom of each page (**NOT** the "Back" and "Forward" buttons in your browser). If you exit the survey before submitting it, you will not be able to return to edit your responses.

If you encounter any problems or have questions about the survey, please contact eis@cdc.gov.

We look forward to your feedback.

Thank you!

EIS Program

Notice: By continuing to the next screen, you consent to complete this survey.

The public reporting burden of this collection of information is estimated to average 5 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to **CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-1050)**

[PAGE 2] PARTICIPANTS

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page.*

1. **Please select the option that describes your participation in the 2020 EIS recruitment and match.**
    - o Incoming EIS officer (not pre-matched) [Continue to Page 3. Overall Match - EISOs]
    - o Recruiting supervisor [Continue to Page 7. Recruitment – Positions]
    - o Recruiting as a current EIS officer [Continue to Page 7. Recruitment – Positions]
    - o Recruiting, not as a supervisor or current EIS officer [Continue to Page 7. Recruitment – Positions]
    - o I did not participate in the 2020 EIS recruitment & match [Skip to Page 11. End of Survey]

[PAGE 3] RECRUITMENT - EISOs

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page*

2. Please indicate the extent to which you agree with the following statements regarding your recruitment experience overall.

	Strongly Disagree	Disagree	Agree	Strongly Agree
a) I had sufficient interaction with recruiters to determine with which positions I wanted to interview.	o	o	o	o
b) I had adequate information about the position to determine with which positions I wanted to interview.	o	o	o	o
c) I am satisfied with my experience networking/interacting with positions.	o	o	o	o
d) I would recommend using Slack as a supplementary match recruitment tool at future EIS conferences.	o	o	o	o

3. To what extent was the 4-week recruitment period an adequate amount of time to network/interact with positions?

- o Not enough time
- o Just the right about of time
- o Too much time

4. Please indicate the extent to which you agree with the following statements regarding Slack for recruitment:

	Strongly Disagree	Disagree	Agree	Strongly Agree
a) It was easy to gather information about positions on Slack.	o	o	o	o
b) It was easy to communicate with positions on Slack.	o	o	o	o
c) I am satisfied with my experience using Slack to facilitate	o	o	o	o

communication with positions.				

5. Please describe the aspect/feature of Slack that was MOST USEFUL for recruitment. [Open-Ended Question]

6. Please describe the aspect/feature of Slack that was LEAST USEFUL for recruitment. [Open-Ended Question]

[PAGE 4] COACHING - EISOs

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page.*

7. Please indicate the extent to which you agree with the following statements regarding coaching.

	Strongly Disagree	Disagree	Agree	Strongly Agree
a) My EIS program coach was available to answer my questions.	o	o	o	o
b) My EIS program coach helped me navigate the recruitment process	o	o	o	o
c) It was helpful to meet with my EIS program coach before submitting my rankings.	o	o	o	o
d) I am satisfied with the coaching I received.	o	o	o	o

[PAGE 5. INTERVIEWS - EISOs]

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page*

8. How many interviews did you have? _____

9. How many interviews were video interviews? _____

10. Please use the space below to provide any additional comments on your interview experience.

11. Please indicate your level of satisfaction with your overall interview experience:

- o   Not at all satisfied
- o   A little satisfied
- o   Mostly satisfied
- **o**   Very satisfied

[PAGE 6] OVERALL MATCH - EISOs

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page.*

12. Please rate the following aspects and features of the recruitment and match process:

13. To what extent are you satisfied with your final match result?
- o   Not at all satisfied
- o   Somewhat satisfied
- o   Mostly Satisfied
- o   Very Satisfied

[PAGE 7. RECRUITMENT – POSITIONS]

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page.*

14. Please indicate the extent to which you agree with the following statements regarding Slack:

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
a) It was easy to communicate with incoming EIS officers on Slack.	o	o	o	o	o
b) In general, it was easy to share information about our position on Slack.	o	o	o	o	o
c) It was easy to advertise recruitment events in Slack.	o	o	o	o	o

	Not at all	A little	Mostly	Very	N/A
d) I am satisfied with my experience using Slack to communicate with incoming EIS officers.	o	o	o	o	o
e) I would recommend using Slack as a supplementary match recruitment tool at future EIS conferences.	o	o	o	o	o

15. To what extent was the 4-week recruitment period an adequate amount of time to network/interact with incoming EIS officers?

- o   Not enough time
- o   Just the right about of time
- o   Too much time

16. Please indicate the extent to which you are satisfied with your experience networking/interacting with incoming EIS officers during the recruitment period.

- o   Strongly Disagree
- o   Disagree
- o   Agree
- **o**   Strongly Agree
- **o**   Not applicable

17. Please describe the aspect/feature of Slack that was MOST USEFUL for recruitment. [Open-Ended Question]

18. Please describe the aspect/feature of Slack that was LEAST USEFUL for recruitment. [Open-Ended Question]

19. Did you participate in interview scheduling or interviews for your position?

- o   Yes (Continue to Page 8. Interviews – Positions)
- o   No (Continue to Page 9. Overall Match – Positions)

[PAGE 8] INTERVIEWS – POSITIONS

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page.*

20. Please indicate your level of satisfaction with the following:

	Not at all	A little	Mostly	Very	N/A

	satisfied	satisfied	satisfied	satisfied	
a) Your experience scheduling interviews	o	o	o	o	o
b) Your overall interview experience	o	o	o	o	o

21. Please use the space below to provide any additional comments on your interview experience.

22. How many interviews did your position have? _____

23. How many were video interviews? _____

24. Please select the options that most closely describe your reasons for not conducing video interviews (select all that apply).
- Not applicable—All of our interviews were video interviews
- Not applicable—Our position didn't have any interviews
- Technological issues (e.g., issues with software, internet connection)
- Lack of technological capacity (e.g., webcam or other necessary hardware)
- I prefer conference or phone calls
- Other, please explain_____.

[PAGE 9. OVERALL MATCH – POSITIONS]

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page*

25. Please rate the following aspects and features of the recruitment and match process:

	Poor	Fair	Good	Excellent	N/A / Don't Know
a) Communications about the recruitment and match process from the EIS program (e.g., webinars, email communications)	o	o	o	o	o
b) General support from EIS staff during the recruitment and match process	o	o	o	o	o
c) Slack for facilitating communication with officers	o	o	o	o	o
d) Slack support from the EIS program	o	o	o	o	o
e) eFMS for interview scheduling	o	o	o	o	o
f) eFMS for rating officers	o	o	o	o	o
g) Overall recruitment and match process	o	o	o	o	o

26. To what extent are you satisfied with your final match result?

o Not applicable – we did not match
o I don't know
o Not at all satisfied
o Somewhat satisfied
o Mostly Satisfied
o Very Satisfied

27. Have you participated in the EIS Recruitment and Match process previously? Select all that apply.

o   Yes, as a recruiting supervisor

o   Yes, recruiting for a position as an EIS officer

o   Yes, recruiting for a position but not as a supervisor or a current EIS officer

o   Yes, as an incoming EIS officer

o   No

[PAGE 10] OVERALL MATCH EXPERIENCE

*To return to a previous page, use the "Previous" button at the bottom of the page (**NOT** the "Back" button in your browser). To advance, use the "Next" button at the bottom of the page.*

28. Is there anything else you would like EIS staff to know about your recruitment and match experience? [Open-Ended Response]

[PAGE 11] END OF SURVEY

Thank you for your time and feedback! The EIS program appreciates your flexibility with this year's virtual match process. We hope to see you in-person at next year's conference, which will take place April 26–30, 2021. If you have questions about the survey, please contact eis@cdc.gov.

Please click "Done" to submit.