

## U.S. Customs and Border Protection (CBP) Hiring Steps Survey

End of Medical (<https://surveys.max.gov/635716?lang=en>)

Thank you for giving us your feedback! This short survey should take no more than 5 minutes to complete. Your responses will help U.S. Customs and Border Protection (CBP) ensure that we are providing the best possible support to applicants. This survey is anonymous and your responses will not be linked to your personal information. Survey results will be aggregated and used to help improve the hiring process and applicant experience.

1. After completing your medical examination, did you receive a request to provide additional medical information from an assigned Nurse Case Manager?
  - a. Yes
  - b. No (*branch to Question 5*)
  - c. Do not know (*branch to Question5*)
  
2. The email received from my Nurse Case Manager about providing additional medical follow-up was easy to understand.
  - a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
  
3. I was able to obtain the information the Nurse Case Manager requested.
  - a. Yes (*branch to Question 5*)
  - b. No
  
4. What was the hurdle to obtaining the information requested by the Nurse Case Manager?
  - a. Cost
  - b. I did not have a doctor who could assist
  - c. I could not take off work
  - d. My clinic did not have an appointment available
  - e. Other (*use text box*)
  
5. Did you contact CBP medical staff with questions about the medical process?
  - a. Yes
  - b. No (*branch to Q8*)
  - c. Do not know (*branch to Q8*)
  
6. How quickly did you receive a response from CBP medical staff to your questions about the medical process?
  - a. Within one business day
  - b. Within two business days
  - c. More than two business days
  - d. Do not know

7. How satisfied were you with the timeliness of responses from CBP medical staff to your questions about the medical process?
- a. Very satisfied
  - b. Somewhat satisfied
  - c. Neutral
  - d. Somewhat dissatisfied
  - e. Very dissatisfied

8. Please rate your level of agreement with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not Applicable
The email I received with instructions for scheduling my CBP pre-employment medical appointment was easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The system for scheduling my CBP pre-employment medical appointment was easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information regarding the medical process was easy to locate on the CBP website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to obtain CBP pre-employment medical appointment at a <b>date and time</b> convenient for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to obtain CBP pre-employment medical appointment at a <b>location</b> convenient for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Is there anything else you would like CBP to know about your experience with the CBP pre-employment medical process? *[open ended]*