

Attachment 7. 2023 EIS Match Customer Service Feedback Survey Screenshots



2023 EIS Match Customer Service Feedback Survey Introduction

Form Approved
OMB No. 0920-1050
Expiration Date: 06/30/2025

Thank you for participating in the 2023 EIS match process. We value your feedback. This anonymous survey should take an average of **6 minutes** to complete.

To ensure that your responses are being saved as you navigate through the survey, please use the "Prev" 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 ELWBeval@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 6 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)



2023 EIS Match Customer Service Feedback Survey Participants

* 1. Please select the option that describes your participation in the 2023 EIS recruitment and match.

- ☐ Incoming EIS officer (not pre-matched)
- ☐ Recruiting supervisor
- ☐ Recruiting as a current EIS officer
- ☐ Recruiting, not as a supervisor or current EIS officer
- ☐ I did not participate in the 2023 EIS recruitment & match (please select this option if you are a pre-matched officer)



2023 EIS Match Customer Service Feedback Survey

Recruitment - EISOs



2023 EIS Match Customer Service Feedback Survey

Interviews - EISOs

Please respond to question 2 of each recruitment phase is p

- During **Phase 1 - Virtual** eventPower platform.
- During **Phase 2 - Virtual** and scheduled meetings
- During **Phase 3 - EIS cor** individually with incomi

* 4. How many interviews did you have?

* 5. Please indicate the extent to which you agree with the following statements regarding match interviews.

* 2. Please indicate the ext
recruitment experience ov

	Strongly disagree	Disagree	Agree	Strongly agree
The information I received from the EIS program adequately prepared me to participate in the match interview process.	☐	☐	☐	☐
I had sufficient information to determine which positions I was interested in.	☐	☐	☐	☐
I had sufficient interaction with positions to determine which positions I was interested in.	☐	☐	☐	☐
I was able to assess whether I was a good fit for positions that I was interested in interviewing with.	☐	☐	☐	☐
I am satisfied with my experience networking/interacting with positions during phase 3.	☐	☐	☐	☐
My EIS program coach helped me navigate the recruitment process.	☐	☐	☐	☐

* 3. Please assess the **length of each recruitment phase**.

Phase 1 - Virtual Recruitment (April 10-14) to view position materials and upcoming events	
Phase 2 - Virtual Asynchronous Recruitment (April 17-21) to communicate and set up meetings with positions	
Phase 3 - Active Recruitment (April 24-27) to network and interact with positions	

* 6. Please indicate the extent to which you agree with the following statements regarding your experience interviewing with positions.

	Strongly disagree	Disagree	Agree	Strongly agree
The match interview questions I was asked were clear.	☐	☐	☐	☐
Overall, the match interview questions seemed relevant based on my understanding of the position.	☐	☐	☐	☐
I was able to successfully demonstrate my skills and qualities for the position during my match interview(s).	☐	☐	☐	☐
I was able to assess whether I was a good fit for positions during my match interview(s).	☐	☐	☐	☐
I was able to ask questions during my match interview(s).	☐	☐	☐	☐
Overall, the interviewers made me feel comfortable during my match interview(s).	☐	☐	☐	☐
Overall, the interviewers treated me with professionalism and respect.	☐	☐	☐	☐

7. If you answered “strongly disagree” or “disagree” for any statements in **questions 6 or 7** above, please explain why.

8. Please use this space below to detail any issues with scheduling and participating in interviews.

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



2023 EIS Match Customer Service Feedback Survey

EISOs - Overall Recruitment and Match

* 10. Please rate the following aspects and features of the recruitment and match process.

	Poor	Fair	Good	Excellent
Communications about the recruitment and match process from the EIS program (e.g., instructions, email communications).	☐	☐	☐	☐
General support from EIS staff during the recruitment and match process.	☐	☐	☐	☐
eventPower platform to view content and information about the positions during phases 1 and 2 of virtual recruitment.	☐	☐	☐	☐
eventPower platform to share contact information or schedule meetings with positions.	☐	☐	☐	☐
eventPower recruitment calendar.	☐	☐	☐	☐
Overall recruitment and match process.	☐	☐	☐	☐

* 11. Please indicate the extent to which you agree with the following statement:
The **recruitment and interview processes** allowed me to make informed decisions about my match rankings.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly Agree

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

- ☐ Not at all satisfied
- ☐ Somewhat satisfied
- ☐ Mostly Satisfied
- ☐ Very Satisfied



2023 EIS Match Customer Service Feedback Survey

Recruitment - Positions

* 13. Is your position at CDC Headquarters or in the field (i.e., a state, local, territorial health department, other federal agency, or another site)?

- ☐ CDC Headquarters
- ☐ Field Site

Please respond to questions 3–4 based on your experience in each of the recruitment phases. A description of each recruitment phase is provided below:

- During **Phase 1 - Virtual Recruitment**, positions posted materials and event information on the eventPower platform.
- During **Phase 2 - Virtual Asynchronous Recruitment**, positions and incoming officers communicated and scheduled meetings that would occur during Active Recruitment.
- During **Phase 3 - EIS conference & Active Recruitment**, positions hosted recruitment events and met individually with incoming officers.

* 14. Did your position participate in **phase 3 of active recruitment** in-person or virtually?

- ☐ In-person
- ☐ Virtually
- ☐ Both in-person and virtually

* 15. Please indicate the extent to which you agree with the following statements regarding phases 1–3 of the recruitment period.

	Strongly disagree	Disagree	Agree	Strongly agree	N/A
I am satisfied with my experience using eventPower to post materials about my position during phases 1 and 2.	☐	☐	☐	☐	☐
I am satisfied with my experience using eventPower to schedule recruitment events during phases 1 and 2.	☐	☐	☐	☐	☐
During phase 2, I was able to schedule meetings with officers by sharing contact information or connecting through eventPower.	☐	☐	☐	☐	☐
As a reminder, all meetings with officers occurred during phase 3, but were scheduled starting in phase 2.					
I felt engaged with the officers that were interested in our position during phase 3 of active recruitment.	☐	☐	☐	☐	☐
I was able to assess whether officers were a good fit for our host site during phase 3 of active recruitment.	☐	☐	☐	☐	☐
I am satisfied with my experience networking and interacting with incoming EIS officers during phase 3 of active recruitment.	☐	☐	☐	☐	☐

* 16. Please assess the **length of each recruitment phase**.

Phase 1 - Virtual Recruitment (April 10–14) to post position materials and upcoming events	
Phase 2 - Virtual Asynchronous Recruitment (April 17–21) to communicate and set up meetings with officers	
Phase 3 - Active Recruitment (April 24–27, 7AM – 8PM ET) to network and interact with officers	

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

- ☐ Yes
- ☐ No



2023 EIS Match Customer Service Feedback Survey

Interviews - Positions

* 18. Please indicate the extent to which you agree with the following statements regarding interviews.

	Strongly disagree	Disagree	Agree	Strongly agree	N/A
I am satisfied with my experience scheduling interviews using the scheduling tool (eventPower).	☐	☐	☐	☐	☐
I was able to assess whether officers were a good fit for our position during the interviews.	☐	☐	☐	☐	☐
I am satisfied with my overall interview experience.	☐	☐	☐	☐	☐

19. Please use this space below to detail any issues scheduling and conducting interviews.

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



2023 EIS Match Customer Service Feedback Survey

About Your Match Interviews

The following questions will ask about your position's match interviews. Responses to these questions will be kept confidential and will be used to inform future guidance for recruiting host site positions.

* 21. How many **interviews** did your position have?

* 22. How many **interviewers** did your position have in each match interview?

* 23. Please select the practices you applied during your interviews with incoming officers. Select all that apply.

- ☐ Developed criteria that are important for officers to have to be successful in your position
- ☐ Conducted all interviews virtually and with video, with the exception of instances where technical issues arose preventing video calls
- ☐ Used a standard set of interview questions (i.e., the same questions for all officers) for all match interviews
- ☐ Used rubrics with standard ratings to evaluate officers' responses to interview questions
- ☐ Provided an opportunity for officers to ask questions during the interviews
- ☐ Practiced good records management to safeguard or destroy sensitive and personally identifiable information (e.g., rubric, interview notes)
- ☐ Reviewed EIS 2023 Match Interview Best Practices document
- ☐ Other (please specify)

* 24. What **criteria** did you use when thinking about your match ratings (e.g., analytical skills, interpersonal skills)?

25. Please share any information about how your position considered **diversity, equity, inclusion, and accessibility** and accounted for **unconscious biases** among interviewers.

26. Please share any other relevant comments about your position's process for match interviews.

27. If you are willing, please share your interview questions or guide.

You may choose to remove your position name before uploading any documents. All uploaded files will be kept confidential and used to inform future guidance for recruiting host site positions.

Choose File

Choose File

No file chosen

* 28. Did your position match with an incoming 2023 EIS officer?

☐ Yes

☐ No

☐ Not sure



2023 EIS Match Customer Service Feedback Survey

Overall Match - Positions Continued

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

- ☐ Not at all satisfied
- ☐ Somewhat satisfied
- ☐ Mostly Satisfied
- ☐ Very Satisfied



2023 EIS Match Customer Service Feedback Survey

Overall Match - Positions Continued

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

- ☐ Not at all satisfied
- ☐ Somewhat satisfied
- ☐ Mostly Satisfied
- ☐ Very Satisfied



2023 EIS Match Customer Service Feedback Survey

Overall Recruitment and Match - Positions

* 30. Please rate the following aspects and features of the recruitment and match process.

	Poor	Fair	Good	Excellent
Communications about the recruitment and match process from the EIS program (e.g., webinars, email communications)	☐	☐	☐	☐
General support from EIS staff during the recruitment and match process	☐	☐	☐	☐
Overall recruitment and match process	☐	☐	☐	☐

31. Is there anything else you would like EIS staff to know about your recruitment and match experience?



2023 EIS Match Customer Service Feedback Survey

Recruitment and Match at Conference

32. Did you attend the 2023 EIS conference (April 24 – 27, 2023)?

☐ Yes

☐ No

33. If recruitment and match were held at a different time from the EIS conference, would you still attend the EIS conference?

☐ No, I would not attend the conference.

☐ I am not sure if I would attend the conference.

☐ I would probably attend the conference.

☐ I would definitely attend the conference.

☐ Not applicable – I did not attend the 2023 EIS Conference



2023 EIS Match Customer Service Feedback Survey

Demographic Information

The following questions are completely voluntary. Responses will only be presented in aggregate, and no identifying information will be linked to individual responses.

34. What is your ethnicity?

- ☐ Hispanic or Latino
- ☐ Not Hispanic or Latino

35. What is your race? Select all that apply.

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or other Pacific Islander
- ☐ White



2023 EIS Match Customer Service Feedback Survey

End of Survey

Thank you for your time and feedback!

Please click "Done" to submit.

