Attachment 6. 2024 EIS Match Customer Service Feedback Survey

[PAGE 1] INTRODUCTION

Thank you for participating in the 2024 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.

[PAGE 2] PARTICIPANTS

1. Please select the option that describes your participation in the 2024 EIS recruitment and match. [*Multiple choice*]
   - € Incoming EIS officer (not pre-matched) [Continue to Page 3. Recruitment - EISOs]
   - € Recruiting supervisor [Continue to Page 6. Recruitment – Positions]
   - € Recruiting as a current EIS officer [Continue to Page 6. Recruitment – Positions]
   - € Recruiting, not as a supervisor or current EIS officer [Continue to Page 6. Recruitment – Positions]
   - € I did not participate in the 2024 EIS recruitment & match (please select this option if you are a pre-matched officer) [Skip to Page 13. End of Survey]

[PAGE 3] RECRUITMENT – EISOs

Please respond to questions 2–3 based on your experience participating in recruitment before and during EIS Conference. A description of EIS recruitment is provided below:

- During the week before conference, the **Position Description (PD) portal opened,** and positions posted materials and event information in the online eventPower Recruitment Zone.
- During **EIS Conference Recruitment (in-person)**, positions hosted recruitment events and met individually with incoming officers.

2. Please indicate the extent to which you agree with the following statements regarding your recruitment experience overall. [*Multiple Choice*]

	Strongly disagree	Disagree	Agree	Strongly agree
a) I had sufficient **information** about each position to determine which positions I wanted to interview with.	o	o	o	o
b) I had sufficient **interaction** with recruiters during the EIS Conference to determine which positions I wanted to interview with.	o	o	o	o
c) I was able to assess whether I was a good fit for positions that I was interested in interviewing with.	o	o	o	o
d) I am satisfied with my experience networking/interacting with positions during the EIS Conference.	o	o	o	o
e) My EIS program coach helped me navigate the recruitment process.	o	o	o	o

3. Please assess the **length** of each recruitment phase: [*Multiple choice]*

	Not enough	Just the right	Too much

	time	amount of time	time
a) The pre-conference virtual period during which the **PD portal opened** and positions posted materials and event information on the online platform (April 15 – 22).	o	o	o
b) The **EIS Conference Recruitment** period during which positions hosted recruitment events and met individually with incoming officers (April 23 – 26).	o	o	o

[PAGE 4] INTERVIEWS – EISOs

The following questions focus on your participation in virtual match interviews.

4. How many interviews did you have? [Open-ended]

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

	Strongly disagree	Disagree	Agree	Strongly agree
a) The information I received from the EIS program adequately prepared me to participate in the virtual match interview process.	o	o	o	o
b) I am satisfied with my experience scheduling interviews using the scheduling tool (eventPower).	o	o	o	o
c) I had interviews with all positions I was interested in.	o	o	o	o
d) Overall, I am satisfied with my experiences interviewing virtually with positions.	o	o	o	o

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

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

	Poor	Fair	Good	Excellent
my match interview(s).				
g) Overall, the interviewers treated me with professionalism and respect.	o	o	o	o

7. If you answered "strongly disagree" or "disagree" for any statements in **questions 5 or 6** above, please explain why. *[Open-ended]*

```
[                                                                    ]
```

8. Please use this space below to detail any issues with scheduling and participating in interviews. *[Open-ended]*

```
[                                                                    ]
```

9. Please use the space below to provide any additional comments on your overall interview experience. *[Open-ended]*

```
[                                                                    ]
```

[PAGE 5] EISOs - OVERALL RECRUITMENT AND MATCH [SKIP TO PAGE 11 AFTER PAGE 5 IS COMPLETE]

10. Please rate the following aspects and features of the recruitment and match process. *[Multiple Choice]*

	Poor	Fair	Good	Excellent	Not Applicable
a) Communications about the recruitment and match process from the EIS program (e.g., instructions, 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) eventPower platform to view content and information about the positions before the EIS Conference.	o	o	o	o	o
d) Messaging in the eventPower platform to share contact information or schedule meetings with positions.	o	o	o	o	o
e) eventPower recruitment calendar.	o	o	o	o	o

f) Overall recruitment and match process.	o	o	o	o	o

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. [*Multiple Choice*]
- € Strongly disagree
- € Disagree
- € Agree
- € Strongly agree

12. To what extent are you satisfied with your final match result? [*Multiple Choice*]
- € Not at all satisfied
- € Somewhat satisfied
- € Mostly satisfied
- € Very satisfied

[PAGE 6] RECRUITMENT – POSITIONS

13. Is your position at CDC or in the field (i.e., a state, local, territorial health department, other federal agency, or another site)? [*Multiple Choice*]
- € CDC
- € Field Site

Please respond to questions 3–4 based on your experience participating in recruitment before and during EIS Conference. A description of EIS recruitment is provided below:

- During the week before conference, the **Position Description (PD) portal opened,** and positions posted materials and event information in the online eventPower Recruitment Zone.
- During **EIS Conference Recruitment (in-person)**, positions hosted recruitment events and met individually with incoming officers.

14. Please indicate the extent to which you agree with the following statements regarding EIS recruitment. [*Multiple Choice*]

	Strongly disagree	Disagree	Agree	Strongly agree	N/A
a) I am satisfied with my experience using eventPower to **post materials**	o	o	o	o	o

	about my position before EIS Conference.					
b)	I am satisfied with my experience using eventPower to **schedule recruitment events** at the EIS conference.	o	o	o	o	o
c)	I felt **engaged with the officers** that were interested in our position during recruitment at the EIS Conference.	o	o	o	o	o
d)	I was able to assess **whether officers were a good fit** for our host site during recruitment at the EIS Conference.	o	o	o	o	o
e)	I am satisfied with my experience **networking and interacting with incoming EIS officers** during recruitment at the EIS Conference.	o	o	o	o	o

15. Please assess the **length** of each recruitment phase. *[Multiple choice]*

		Not enough time	Just the right amount of time	Too much time
a)	The pre-conference virtual period during which the **PD portal opened** and positions posted materials and event information on the online platform (April 15 – 22).	o	o	o
b)	The **EIS Conference Recruitment** period during which positions hosted recruitment events and met individually with incoming officers (April 23 – 26).	o	o	o

16. Did you participate in interview scheduling or interviews for your position? *[Multiple Choice]*
    - € Yes [Continue to Page 7. Interviews – Positions]
    - € No [Skip to Page 10. Overall Recruitment and Match – Positions]

[PAGE 7] INTERVIEWS – POSITIONS

17. Please indicate the extent to which you agree with the following statements regarding interviews. *[Multiple Choice]*

		Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
a)	I am satisfied with my experience scheduling interviews using the	o	o	o	o	o

scheduling tool (eventPower).					
b) I was able to assess whether officers were a good fit for our position during the interviews.	o	o	o	o	o
c) I am satisfied with the length of the virtual match interview period (April 29th).	o	o	o	o	o
d) I am satisfied with my overall interview experience.	o	o	o	o	o

18. Please use this space below to detail any issues scheduling and conducting interviews. [Open-Ended Question]

19. Please use the space below to provide any additional comments on your interview experience. [Open-Ended Question]

[PAGE 8] 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.

20. How many **interviews** did your position have? [Open-ended] (a number is required)*

21. How many **interviewers** did your position have in each match interview? [Open-ended] (a number is required)*

22. 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 2024 Match Interview Best Practices document (*attach link to document*)
- €   N/A – did not apply any standard practices during interviews
- €   Other (please specify):

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

24. Please share any information about how your position considered **diversity, equity, inclusion, and accessibility** and accounted for **unconscious biases** among interviewers. (Open Response)

25. Please share any other relevant comments about your position's process for match interviews. (Open Response)

26. If you are willing, please share your interview questions or guide. [File Upload option]
    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.

27. Did your position match with an incoming 2024 EIS officer?
    a.   Yes [Continue to Page 9. Overall Match – Positions Continued]
    b.   No [Skip to Page 10. Overall Recruitment and Match – Positions]
    c.   Not sure [Skip to Page 10. Overall Recruitment and Match – Positions]

[PAGE 9] OVERALL MATCH – POSITIONS CONTINUED

28. To what extent are you satisfied with your final match result? [*Multiple Choice*]
    - €   Not at all satisfied
    - €   Somewhat satisfied
    - €   Mostly satisfied
    - €   Very satisfied

[PAGE 10] OVERALL RECRUITMENT AND MATCH – POSITIONS

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

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

c) Overall recruitment and match process	o	o	o	o

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

[PAGE 11] RECRUITMENT AND MATCH AT CONFERENCE

31. If recruitment and match were held at a different time from the EIS conference, would you still attend the EIS conference? [*Multiple Choice*]
    - € 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 2024 EIS Conference

[PAGE 12] DEMOGRAPHIC INFORMATION

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

32. What is your ethnicity? [*Multiple choice*]
    - € Hispanic or Latino
    - € Not Hispanic or Latino
    - € I prefer not to answer/Decline

33. 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
    - € I prefer not to answer/Decline

[PAGE 13] END OF SURVEY

Thank you for your time and feedback!

Please click "Done" to submit.