

Attachment 7. 2024 EIS Match Customer Service Feedback Survey Screenshots



2024 EIS Match Customer Service Feedback Survey Introduction

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

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.

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 H21-8, Atlanta, Georgia 30329 ATTN: PRA (0920-1050)



2024 EIS Match Customer Service Feedback Survey Participants

* 1. Please select the option that describes your participation in the 2024 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 2024 EIS recruitment & match (please select this option if you are a pre-matched officer)



2024 EIS Match Customer Service Feedback Survey

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.

	Strongly disagree	Disagree	Agree	Strongly agree
I had sufficient information about each position to determine which positions I wanted to interview with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had sufficient interaction with recruiters during the EIS Conference to determine which positions I wanted to interview with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to assess whether I was a good fit for positions that I was interested in interviewing with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my experience networking/interacting with positions during the EIS Conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My EIS program coach helped me navigate the recruitment process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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).

The **EIS Conference Recruitment** period during which positions hosted recruitment events and met individually with incoming officers (April 23 – 26).



2024 EIS Match Customer Service Feedback Survey

Interviews - EISOs

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

* 4. How many interviews did you have?

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

	Strongly disagree	Disagree	Agree	Strongly agree
The information I received from the EIS program adequately prepared me to participate in the virtual match interview process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my experience scheduling interviews using the scheduling tool (eventPower).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had interviews with all positions I was interested in.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with my experiences interviewing virtually with positions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the match interview questions seemed relevant based on my understanding of the position.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to successfully demonstrate my skills and qualities for the position during my match interview(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to assess whether I was a good fit for positions during my match interview(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to ask questions during my match interview(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the interviewers made me feel comfortable during my match interview(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the interviewers treated me with professionalism and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. If you answered “strongly disagree” or “disagree” for any statements in **questions 5 or 6** 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.



2024 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	Not Applicable
Communications about the recruitment and match process from the EIS program (e.g., instructions, email communications).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General support from EIS staff during the recruitment and match process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eventPower platform to view content and information about the positions before the EIS Conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Messaging in the eventPower platform to share contact information or schedule meetings with positions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eventPower recruitment calendar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall recruitment and match process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 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



2024 EIS Match Customer Service Feedback Survey

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)?

☐ 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.

	Strongly disagree	Disagree	Agree	Strongly agree	N/A
I am satisfied with my experience using eventPower to post materials about my position before EIS Conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my experience using eventPower to schedule recruitment events at the EIS conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt engaged with the officers that were interested in our position during recruitment at the EIS Conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to assess whether officers were a good fit for our host site during recruitment at the EIS Conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my experience networking and interacting with incoming EIS officers during recruitment at the EIS Conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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).

The **EIS Conference Recruitment** period during which positions hosted recruitment events and met individually with incoming officers (April 23 – 26).

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

☐ Yes

☐ No



2024 EIS Match Customer Service Feedback Survey

Interviews - Positions

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

	Strongly disagree	Disagree	Agree	Strongly agree	Not Applicable
I am satisfied with my experience scheduling interviews using the scheduling tool (eventPower).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to assess whether officers were a good fit for our position during the interviews.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the length of the virtual match interview period (April 29th).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my overall interview experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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



2024 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.

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

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

* 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
- ☐ 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)?

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

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

26. 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

* 27. Did your position match with an incoming 2024 EIS officer?

☐ Yes

☐ No

☐ Not sure



2024 EIS Match Customer Service Feedback Survey

Overall Match - Positions Continued

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

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



2024 EIS Match Customer Service Feedback Survey

Overall Recruitment and Match - Positions

* 29. 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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General support from EIS staff during the recruitment and match process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall recruitment and match process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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



2024 EIS Match Customer Service Feedback Survey

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?

- ☐ 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



2024 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.

32. What is your ethnicity?

- ☐ 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



2024 EIS Match Customer Service Feedback Survey

End of Survey

Thank you for your time and feedback!

Please click "Done" to submit.