

# Applicant Journey Survey

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In accordance with 5 CFR 1320.5(b), an agency may not conduct or sponsor an information collection, and a person is not required to respond to a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. The public reporting burden for this collection of information is estimated at 20 minutes per response, including the time for reviewing instructions, completing the survey, and submitting the survey. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Secret Service, Office of Strategic Planning and Policy, Enterprise Policy Division, 245 Murry Lane SW, Building T-5, Mail Stop #8404, Washington, DC 20223; OMB No. 1601-0014. **Do not mail your completed survey to this address.**

\* Required

1. When did you apply for a role with the U.S. Secret Service?

2. What role did you apply for with the U.S. Secret Service? \*

- ☐ Uniformed Division Officer
- ☐ Special Agent
- ☐ Both (Uniformed Division Officer and Special Agent)

3. What phase of the hiring process did you withdraw from? \*

- ☐ Phase I
- ☐ Phase II

4. What was the final step you completed in the hiring process of Phase I? \*

- ☐ Criminal Background Check
- ☐ Entrance Exam
- ☐ APAT (Physical Fitness Test)
- ☐ Preemployment Interview
- ☐ Conditional Job Offer

5. What was the final step you completed in the hiring process of Phase II? \*

- ☐ Security Interview
- ☐ Eye exam and eQIP
- ☐ Polygraph
- ☐ Medical and Drug Test
- ☐ Background Investigation
- ☐ SMD Clearance Approval/Denial
- ☐ Enter on Duty

Phase I - Up to Criminal Background Check

6. Rate your experience with the Criminal Background Check. \*

☆ ☆ ☆ ☆ ☆

7. Tell us more about your experience.

Phase I - Up to Entrance Exam

8. Rate your experience with the Criminal Background Check. \*

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9. Rate your experience with the Entrance Exam. \*

☆ ☆ ☆ ☆ ☆

10. Tell us more about your experience.

Phase I - Up to APAT (Physical Fitness Test)

11. Rate your experience with the Criminal Background Check. \*



12. Rate your experience with the Entrance Exam. \*



13. Rate your experience with the APAT (Physical Fitness Test). \*



14. Tell us more about your experience.

Phase I - Up to Preemployment Interview

15. Rate your experience with the Criminal Background Check. \*



16. Rate your experience with the Entrance Exam. \*



17. Rate your experience with the APAT (Physical Fitness Test). \*



18. Rate your experience with Preemployment Interview. \*



19. Tell us more about your experience.

Phase I - Up to CJO

20. Rate your experience with the Criminal Background Check. \*



21. Rate your experience with the Entrance Exam. \*



22. Rate your experience with the APAT (Physical Fitness Test). \*



23. Rate your experience with Preemployment Interview. \*



24. Rate your experience with the Conditional Job Offer Letter. \*



25. Tell us more about your experience.

Phase II - Up to Security Interview

26. Rate your experience with the Security Interview. \*



27. Tell us more about your experience.

Phase II - Up to Eye Exam and eQIP

28. Rate your experience with the Security Interview. \*



29. Rate your experience with the Eye Exam and eQIP Form Submission. \*



30. Tell us more about your experience.



Phase II - Up to Polygraph

31. Rate your experience with the Security Interview. \*



32. Rate your experience with the Eye Exam and eQIP Form Submission. \*



33. Rate your experience with the Polygraph. \*



34. Tell us more about your experience.

Phase II - Up to Medical and Drug Test

35. Rate your experience with the Security Interview. \*



36. Rate your experience with the Eye Exam and eQIP Form Submission. \*



37. Rate your experience with the Polygraph. \*



38. Rate your experience with the Medical and Drug Test. \*



39. Tell us more about your experience.

Phase II - Up to Background Investigation

40. Rate your experience with the Security Interview. \*



41. Rate your experience with the Eye Exam and eQIP Form Submission. \*



42. Rate your experience with the Polygraph. \*



43. Rate your experience with the Medical and Drug Test. \*



44. Rate your experience with the Background Investigation. \*



45. Tell us more about your experience.

Phase II - Up to SMD Clearance Approval/Denial

46. Rate your experience with the Security Interview. \*

☆ ☆ ☆ ☆ ☆

47. Rate your experience with the Eye Exam and eQIP Form Submission. \*

☆ ☆ ☆ ☆ ☆

48. Rate your experience with the Polygraph. \*

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49. Rate your experience with the Medical and Drug Test. \*

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50. Rate your experience with the Background Investigation. \*

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51. Rate your experience with the SMD Clearance Approval/Denial. \*

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52. Tell us more about your experience.

Phase II - Up to Final Job Offer

53. Rate your experience with the Security Interview. \*



54. Rate your experience with the Eye Exam and eQIP Form Submission. \*



55. Rate your experience with the Polygraph. \*



56. Rate your experience with the Medical and Drug Test. \*



57. Rate your experience with the Background Investigation. \*



58. Rate experience with the SMD Clearance Approval/Denial. \*



59. Rate your experience with the Final Job Offer to EOD. \*



60. Tell us more about your experience.

Application Experience

61. What was the reason you withdrew your application after this step? \*

- ☐ USSS hiring process took too long
- ☐ USSS hiring process was burdensome
- ☐ Received another offer
- ☐ Position was no longer interesting or appealing
- ☐ Other

62. Did you take a similar 1811 Special Agent role? \*

- ☐ Yes
- ☐ No

63. How did your recruiting experience at the Secret Service compare to your experience with other agencies or companies? \*

Poorly ☆☆☆☆☆ Well

64. What could the Secret Service do to improve in the 1811 Special Agent recruiting process?