

One-Stop Career Center Mystery Shopper Checklist

Choose the One-Stop Career Center You Visited (Choose One):

Alamogordo, Albuquerque - Mountain, Albuquerque - Barelmas, Artesia, Carlsbad, Clovis, Deming, Española, Farmington, Gallup, Grants, Hobbs, Las Cruces, Las Vegas, Moriarty, Portales, Raton, Rio Rancho, Roswell, Ruidoso, Santa Fe, Silver City, Socorro, Taos, Tucumcari, Valencia County

When did you visit? (Write Date Here) _____

Month Day Year Time of Day

What kind of job are you hoping to get (Check all that apply):

Architecture and Engineering
Arts, Design, Entertainment, Sports and Media
Building and Grounds Cleaning and Maintenance
Business and Financial
Community and Social Services
Computer and Mathematical
Construction and Extraction
Education, Training and Library
Farming, Fishing and Forestry
Food Preparation and Serving Related
Healthcare Practitioners and Technical
Healthcare Support
Installation, Maintenance and Repair
Legal
Life, Physical and Social Science
Management
Military Specific
Office and Administrative Support
Personal Care and Service
Production
Protective Service
Sales and Related
Transportation and Material Moving
Unknown

Instructions:

Please tell us about your visit by answering the questions on the following pages. Put an "X" in the box that best describes your visit. Each question has a space for you to write a comment if you wish.

One-Stop Career Center Mystery Shopper Checklist

I. Accessibility

I.A. Location



1. Is the Center in an easy to find location?

Yes

Somewhat

No

Explain Why:

Be in an easier to find location

2. Is the Center in a central location?

Yes

Somewhat

No

Explain Why:

Be in the center of town

3. How safe does the neighborhood where the Center is located feel to you?

Very Safe

Somewhat Safe

Not Safe

Explain Why:

Be in a safer neighborhood

One-Stop Career Center Mystery Shopper Checklist

I.A. Location (Continued)

4. Is the Center near a bus stop (or on another public transportation route)?

Yes

Kind of near

No

No public transportation

Explain Why:

Be on a bus route

I.B. Outside Signs

WELCOME TO YOUR LOCAL NEW MEXICO
ONE-STOP CAREER CENTER

5. Is there a sign outside the building that says that this is the "One-Stop Career Center"?

Yes

Yes, but not in clear view

No (If No, select "Does Not Apply" for 5a)

Explain Why:

Put a sign on the outside of building that says that you are a "One-Stop"

5a. If there is a sign outside the building, are the signs and lettering/pictures big enough to see and be read from the street?

Yes

Somewhat

No

Does Not Apply

Explain Why:

Get an easier to read sign on the outside of building

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I.C. Parking

6. Are there enough parking spaces?
(including Handicapped) in the parking lot?

Plenty

Just About Enough

Not Enough

Explain Why:



Get more parking spaces (including Handicapped)

7. How easy is the surface of the parking lot to walk on?

Easy

Somewhat Easy

Not Easy

Explain Why:

Make surface of parking lot easier to walk on

I.D. Entrance

8. How easy is it for you to enter the
Center from the street?

Easy

Somewhat Easy

Not Easy

Explain Why:



Make it easier to enter the building from the street

One-Stop Career Center Mystery Shopper Checklist

I.D. Entrance (Continued)

9. How far do the sidewalks go?

- All the Way
- Part of the Way
- No Sidewalks

Explain Why:

Get more sidewalks



10. Are there enough ramps?

- Yes
- Some, but not enough
- No ramps
- Does Not Apply

Explain Why:

Get more ramps

11. Do you think that a person in a wheelchair can get through the entrance doors easily?

- Yes
- Yes, but not easy to manage
- No, was very difficult

Explain Why:

Get an automatic door or make the entrance door easier to use

One-Stop Career Center Mystery Shopper Checklist

I.E. Use of Building

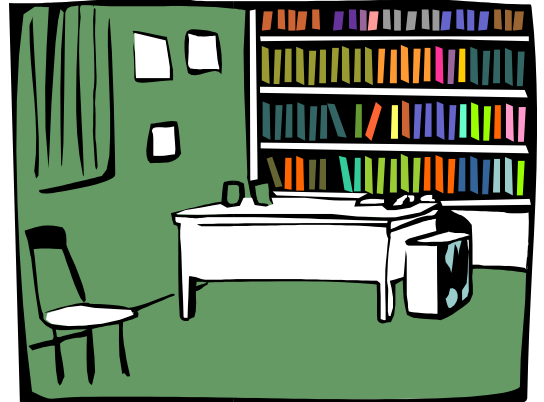
12. Do you think there is enough room inside the building for a person in a wheelchair to move around?

All Over

Mostly

Not at All

Explain Why:



Make more room inside the building

13. Do you think the restrooms are easy to use for a person in a wheelchair?

Easy

Somewhat Easy

Not Easy

Did not use

Explain Why:

Make restrooms easier to use

14. Do you think the hallways and doorways are wide enough for a person in a wheelchair?

All of Them

Some

None of Them

Explain Why:

Make hallways and doorways wider

One-Stop Career Center Mystery Shopper Checklist

I.E. Use of Building (Continued)

**15. Is the furniture the right height for a person in a wheelchair?
(Counters, chairs, desks, tables, displays)**

All

Some

None

Explain Why:

Make furniture the right height

I.F. Inside Signs

Information ►

◀ Restrooms

16. Are there signs inside the building that tell you where to go?

Yes

Yes, but not clear enough or not enough signs

No signs

Explain Why:

Get signs inside the building that say where to go

16a. Are the signs or posters inside the building easy to follow (either simple words or pictures)?

Yes

Somewhat easy

Not easy to follow

No signs

Explain Why:

Get easier to read signs on inside of building

One-Stop Career Center Mystery Shopper Checklist

I.F. Inside Signs (Continued)

16b. Are the signs or posters inside the building written in the language you speak or read (including Braille)?

Yes

Some

Not written in the language I speak or read

No signs

Explain Why:

Have signs inside the building in language I speak or read

16c. Are there signs or posters that identify the Equal Opportunity Officer (EOO) with their TTY number?

Yes

Yes, but it is hard to read

No TTY number, no sign or poster

Explain Why:

Post sign that identifies the Equal Opportunity Officer with their TTY number

16d. Are there signs or posters that say that the One-Stop Center does not discriminate on the basis of disability?

Yes

Yes, but it is hard to read

No sign or poster

Explain Why:

Post sign that says you do not discriminate on basis of disability

One-Stop Career Center Mystery Shopper Checklist

I.F. Inside Signs (Continued)

16e. Are there signs or posters that say how to request a reasonable accommodation or modification?

Yes

Yes, but it is not clear

No sign or poster

Explain Why:

Post sign that explains how to request a reasonable accommodation

I.G. Registration and Print Material

17. Are the forms (registration, application) you have to fill out easy for you to use?

Yes

Somewhat

Not easy

Explain Why:



Make forms easier to use

17a. Does the Center offer different ways to register (take-home, online)?

Yes

Yes, but it was unclear

No, different ways were not offered

Explain Why:

Offer different ways to register

One-Stop Career Center Mystery Shopper Checklist

I.G. Registration and Print Material (continued)

17b. Can you get print material in another way if you need it (on disc, in Braille, in smaller words, read to you with words you understand)?

Yes

Some

No

Don't Know

Explain Why:

Offer print material in other ways

I.H. Equipment Use

18. How easy is the equipment for you to use on your own?

Easy

Somewhat Easy

Not Easy

Didn't Use

Explain Why:



Make equipment easier to use

18a. Does the Center have the special equipment you need (TTY, assistive listening, screen reader, scanner)?

Yes

Some of it

No

Does Not Apply

Explain Why:

Get special equipment that I need

One-Stop Career Center Mystery Shopper Checklist

I.H. Equipment Use (continued)

18b. Can you adjust the equipment to meet your needs?

Yes

Somewhat

No

Does Not Apply

Explain Why:

Offer ways to adjust equipment to meet my needs

19. How much of the equipment are you able to use on your own?

All

Some

None

Does Not Apply

Explain Why:

Have equipment that I can use on my own

II. Assistance

II. A. Interpreters

20. Do you need a Sign Language interpreter?

Yes

No *(If No, select "Does Not Apply" for 20a)*



One-Stop Career Center Mystery Shopper Checklist

II. A. Interpreters (continued)

20a. Was there someone available to interpret for you?

Yes, someone from the Center

Yes, but the Center had to make arrangements

No, was told that I had to arrange

Does Not Apply

Explain Why:

Have Sign Language interpreters available

II.B. Reception

Did someone from the reception desk:

21. Greet you right away and make you feel welcome and included in the One-Stop Center?

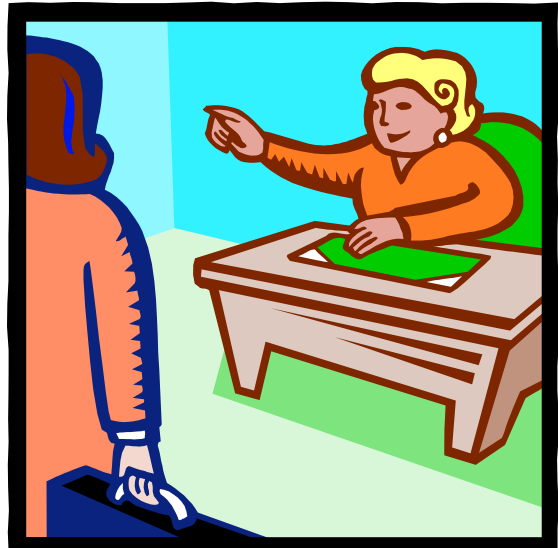
Yes

Yes, but not immediately or friendly

Not at all

Explain Why:

Have quicker or friendlier services



22. Speak to you in a way that you can understand (including Sign Language)?

Yes

Yes, but it was hard to understand

No

Explain Why:

Speak to me in a way that I understand

One-Stop Career Center Mystery Shopper Checklist

II.B. Reception (Continued)

23. Keep your personal information private (confidential - such as social security number) when signing in?

Yes

Yes, but it could have been more private

No

Explain Why:

Keep my personal information private when I sign in

II.C. Explanation of Services

Did someone:

24. Give you an overview of "core, intensive and training" One-Stop Center services?

Yes

Yes, but it was hard to understand

No

Explain Why:

Help me understand the services you provide

Did the counselor:

25. Explain to you fully the "core, intensive and training" One-Stop services?

Yes

Yes, but it was hard to understand

No, did not mention it

Does Not Apply

Explain Why:

Help me understand the services you provide

One-Stop Career Center Mystery Shopper Checklist

II.D. Service Availability

26. What was the availability of the One-Stop Counselor?

Available now

Available after a wait

Not available

Does Not Apply or Did Not Need One

Available after attending Orientation training

Explain Why:

Have a counselor available

27. What was the availability of the One-Stop Resource Room?

Available now

Available after a wait

Not available

Does Not Apply or Did Not Use It

Available after attending Orientation training

Explain Why:

Have resource room available

II.E. Extra Help to Access Services

Did the receptionist or the counselor:

27a. Ask you if you needed any extra help to use the One-Stop Center services?

Yes

Yes, but it was not clear

No, was not asked

Explain Why:

Ask me if I need any extra help to access your services

One-Stop Career Center Mystery Shopper Checklist

II.F. Resource Room

Did someone from the resource room:

28. Help you use the computer?

Yes

Yes, but could have been more helpful

No one available to help

Didn't Need Help

Didn't Use Computer

Explain Why:



Have help to use the computer

29. Help you get on-line (to register on VOSS; do job searches)?

Yes

Yes, but could have been more helpful

No one available to help

Didn't Need Help

Didn't Go On-Line

Explain Why:

Have help to get online

30. Help you use the fax?

Yes

Yes, but could have been more helpful

No one available to help

Didn't Need Help

Didn't Use Fax

Explain Why:

Have help to use fax

One-Stop Career Center Mystery Shopper Checklist

II.F. Resource Room (Continued)

Did someone from the resource room:

31. Help you make a phone call?

Yes

Yes, but could have been more helpful

No one available to help

Didn't Need Help

Didn't Use Phone

Explain Why:

Have help to use the phone

II.G. Career Counseling

Did the Counselor:

32. Speak to you in a way that you can understand (including Sign Language)?

Yes

Yes, but it was hard to understand

No

Does Not Apply

Explain Why:



Speak to me in a way I can understand

One-Stop Career Center Mystery Shopper Checklist

II.G. Career Counseling (Continued)

Did the Counselor:

33. Find out what career options match your capabilities and skills?

Yes

Somewhat

No

Does Not Apply

Explain Why:

Find out what career options match my capabilities

34. Help you learn about opportunities and availability within your career field?

Yes

Yes, but could have been more helpful

No jobs available

Does Not Apply

Explain Why:

Help me learn about opportunities in my career field

35. Help you write a resume?

Yes

Yes, but could have been more helpful

No one available to help

Didn't Need Help

Didn't Write Resume

Does Not Apply

Explain Why:

Help me write a resume

One-Stop Career Center Mystery Shopper Checklist

II.H. Information and Resources

Did the Counselor:

36. Give you the complete resources and information you need?

All

Some

None

Does Not Apply

Explain Why:

Give me more complete resources and information that I need

37. Tell you that the Division of Vocational Rehabilitation (DVR) offers support at the One-Stop Center?

Yes

Yes, but it was hard to understand

No, did not mention it

Does Not Apply

Explain Why:

Give me more complete resources and information that I need

38. Give you the information in a way that you can understand?

Yes

Yes, but hard to understand

No

Does Not Apply

Explain Why:

Give me information in a way that I can understand

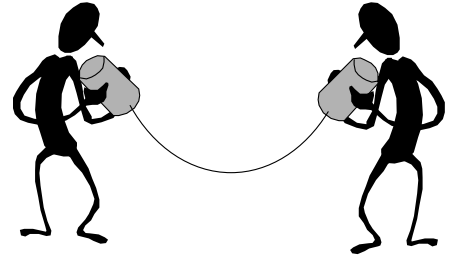
One-Stop Career Center Mystery Shopper Checklist

III. Customer Feedback

39. Was there a way (suggestion box or survey) for you to give feedback to the Center about the quality of the services they gave to you?

- Yes, it was pointed out to me without asking
- Yes, but I found it for myself or had to ask for it
- No, there was no way to give feedback
- (If No, select "Didn't Give Feedback" on 43a)*
- Didn't Give Feedback

Explain Why:



Have a way for me to give feedback about your services

39a. If there was a way to give feedback (suggestion box or survey form), how easy was it to use?

- Easy
- Somewhat Easy
- Not Easy
- Didn't Give Feedback

Explain Why:

Make it an easier way to give feedback

40. Did someone ask how you felt about your visit while you were at the Center?

- Yes
- Sort of
- No

Explain Why:

Ask me what I thought of the service

One-Stop Career Center Mystery Shopper Checklist

Overall Comments:

What did you like best about visiting the One-Stop Center?

What else needs to be done (other problems that need to be taken care of)?

Overall, how do you rate your visit to the One-Stop? (Circle one answer)

| | | | | |
|--|---|--|--|--|
| Excellent Services (Nothing to change) | Very Good Services (Mostly very good, just a couple things to change) | Good Services (Mostly good, just a few things to change) | Fair Services (Some bad, quite a few things to change) | Poor Services (Mostly bad, lots of things to change) |
| 5 | 4 | 3 | 2 | 1 |

Thank you. Please return this completed checklist to:

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