One-Stop Career Center Mystery Shopper Checklist

Choose the One-Stop Career Center You Visited (Choose One):
Alamogordo, Albuquerque - Mountain, Albuquerque - Barelas, 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) __________

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

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
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

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
**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:

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Post sign that explains how to request a reasonable accommodation

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**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:

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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:

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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

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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
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
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
11.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**
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
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
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11.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
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
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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)

<table>
<thead>
<tr>
<th>Excellent Services (Nothing to change)</th>
<th>Very Good Services (Mostly very good, just a couple things to change)</th>
<th>Good Services (Mostly good, just a few things to change)</th>
<th>Fair Services (Some bad, quite a few things to change)</th>
<th>Poor Services (Mostly bad, lots of things to change)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
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</tbody>
</table>

Thank you. Please return this completed checklist to:

Barbara Ibáñez, SDCES Project
Center for Development and Disability
2300 Menaul Blvd. NE
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