

SHOPPING MALL SURVEY

Name of Person completing this Survey: _____

Name of Mall: _____

Stores Visited in Mall: _____

Purpose. Shopping at a Mall is a common experience for most Americans. Persons with disabilities should find the Mall and shops in the Mall accessible and sales persons helpful and pleasant. But are they? How does the Mall that you visit meet your needs? The purpose of the Survey is to advance knowledge about the shopping experiences of persons with disabilities. Is this an issue? We need to know.

Please rate the following items.

A. ENTRY AND PARKING LOT

1. The number of handicap parking spaces was:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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2. The space for a van lift was:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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3. The pavement surfaces around the entry were in _____ condition:

Very Poor 1	Poor 2	Good 3	Very Good 4	Not Applicable <input type="checkbox"/>
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4. The distance from parking to the Mall was:

Too Far 1	Not So Far 2	Pretty Close 3	Very Close 4	Not Applicable <input type="checkbox"/>
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B. GETTING AROUND

5. The availability of ramps was:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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6. The elevator was:

Not Available 1	Difficult to Access 2	Somewhat Accessible 3	Very Accessible 4	Not Applicable <input type="checkbox"/>
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7. The size of the elevator was appropriate:
 Very Inadequate 1 Somewhat Inadequate 2 Somewhat Adequate 3 Very Adequate 4 Not Applicable

8. The elevator was _____ to find:
 Very Difficult 1 Somewhat Difficult 2 Easy 3 Very Easy 4 Not Applicable

9. The location of the buttons in the elevator was appropriate:
 Very Inadequate 1 Somewhat Inadequate 2 Somewhat Adequate 3 Very Adequate 4 Not Applicable

C. BATHROOM FACILITIES

10. The number of facilities provided was:
 Very Inadequate 1 Somewhat Inadequate 2 Somewhat Adequate 3 Very Adequate 4 Not Applicable

11. The number of stalls available was:
 Very Inadequate 1 Somewhat Inadequate 2 Somewhat Adequate 3 Very Adequate 4 Not Applicable

12. The access to the facility was:
 Very Poor 1 Poor 2 Good 3 Very Good 4 Not Applicable

13. The room to park a wheelchair was:
 Very Inadequate 1 Somewhat Inadequate 2 Somewhat Adequate 3 Very Adequate 4 Not Applicable

14. The sinks were arranged in such a manner that it was _____ to use:
 Very Difficult 1 Difficult 2 Easy 3 Very Easy 4 Not Applicable

15. The towel racks were _____ to use:

Very Difficult 1	Difficult 2	Easy 3	Very Easy 4	Not Applicable <input type="checkbox"/>
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16. The doors to the toilets were _____ to access the room:

Very Difficult 1	Difficult 2	Easy 3	Very Easy 4	Not Applicable <input type="checkbox"/>
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17. The proximity of the sinks to the toilets was:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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18. The type of toilet paper dispenser was:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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D. PUBLIC TRANSPORTATION

19. Public transportation to the facility was:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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20. Public transportation was: Available _____ NOT available _____ Don't know _____

E. STORES

21. The size of the doors to the stores was _____:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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22. The door was automatic: YES _____ NO _____ Not Applicable _____

23. Someone needed to help me: YES _____ NO _____ Not Applicable _____

24. The aisles were:

Not Safe 1	Somewhat Unsafe 2	Safe 3	Very Safe 4	Not Applicable <input type="checkbox"/>
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25. Availability of merchandise was:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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26. Access to merchandise was:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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27. The fitting rooms were:

Very Inadequate 1	Somewhat Inadequate 2	Somewhat Adequate 3	Very Adequate 4	Not Applicable <input type="checkbox"/>
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28. Clerks tended to be _____ when waiting on you:

Not At All Helpful 1	A Little Helpful 2	Pretty Helpful 3	Very Helpful 4	Not Applicable <input type="checkbox"/>
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29. Money was carried by: Me _____ Parent/Other _____

30. Merchandise was paid for by: Me _____ Parent/Other _____

31. Merchandise was paid for with: Cash _____ Credit _____ Other _____

32. I shopped for: Me _____ Parent _____ Sibling _____ Friend _____

33. Generally, other patrons were _____ with me:

Very Annoyed 1	Annoyed 2	Patient 3	Very Patient 4	Not Applicable <input type="checkbox"/>
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F. FOOD COURT

34. Access to the food court was:

Very Poor 1	Poor 2	Good 3	Very Good 4	Not Applicable <input type="checkbox"/>
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35. The space for seating was _____ safe:

Not Safe 1	Somewhat Unsafe 2	Safe 3	Very Safe 4	Not Applicable <input type="checkbox"/>
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36. Access to the menu at the food court was:

Very Poor 1	Poor 2	Good 3	Very Good 4	Not Applicable <input type="checkbox"/>
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37. Giving the food order was:

Very Difficult 1	Difficult 2	Easy 3	Very Easy 4	Not Applicable <input type="checkbox"/>
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38. Servers tended to be _____ when taking the order:

Not At All Helpful 1	A Little Helpful 2	Pretty Helpful 3	Very Helpful 4	Not Applicable <input type="checkbox"/>
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39. Getting the food order was:

Very Difficult 1	Difficult 2	Easy 3	Very Easy 4	Not Applicable <input type="checkbox"/>
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40. Access to condiments, straws, and napkins was:

Very Poor 1	Poor 2	Good 3	Very Good 4	Not Applicable <input type="checkbox"/>
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41. Taking food back to the seat was:

Very Difficult 1	Difficult 2	Easy 3	Very Easy 4	Not Applicable <input type="checkbox"/>
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42. Generally, servers were _____ with serving me:

Very Annoyed 1	Annoyed 2	Patient 3	Very Patient 4	Not Applicable <input type="checkbox"/>
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43. Generally, other patrons were _____ with me:

Very Annoyed 1	Annoyed 2	Patient 3	Very Patient 4	Not Applicable <input type="checkbox"/>
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G. SECURITY

44. Did you set off any security alarms? YES ___ NO ___ Not Applicable ___

45. Did security come? YES ___ NO ___ Not Applicable ___

46. Security tended to be _____ when responding to the alarm?
Not At A Little Pretty Very Not
All Helpful Helpful Helpful Helpful Applicable
1 2 3 4

47. Security asked for an explanation? YES ___ NO ___ Not Applicable ___

48. If there was a problem, what was the outcome? _____

COMMENTS:
