



Tool 3.18: Sample Template for Mystery Shopping Form – Immigrant Services

IMMIGRATION SERVICE PROVIDERS/IMMIGRATION ATTORNEYS

INSTRUCTIONS: Fill out this form immediately after you have finished your mystery shopping visit. When filling out this form, please write clearly and provide as much detail as possible. If checkboxes are provided please clearly mark the boxes. Please remember to get business cards and brochures from each of the businesses when possible.

Name of Mystery Shopper: _____

Primary Language: _____

Country of Origin: _____

Name of the Observer: _____

Primary Language: _____

Country of Origin: _____

Scenario Used (circle one): A B

Date: _____

INSTRUCTIONS: For questions 1 to 6 please look inside and outside of the agency for posters, advertisements and literature and record your observations.(Observer: fill out this section)

1. Name of Agency _____

2. Address of Agency _____ Zip _____

3. Does the Agency advertise that they provide immigration services? (in signs, flyers or advertisements)

- Yes No Unclear

4. What types of **immigration services** does the Agency claim to provide (in signs, flyers or advertisements)? (check all that apply):

- Type forms Gather documents Provide Legal Advice
 Take photographs Arrange medical exam
 None of these
 Immigration Attorney Office
 Other: _____

5. What types of **non-immigration services** does the Agency claim to provide? (in signs, flyers or advertisements) (check all that apply):

- Notary Taxes Car insurance
 Legal translations Real Estate Employment

Agency/Services

- Mortgage Law Divorce Law Criminal Law
 Accident Law Other: _____



6. Did the Agency have any of the following signs on the wall? (Check all that apply):

If an Attorney,

- Certificate from the NY State Bar

If not an Attorney,

- Not an Attorney
 Call 311 (for complaints)
 List of Prices and Services
 Other:
 Name of Bond Agency
 Notary Public Certification
 None

INSTRUCTIONS: Questions 7 to 15 will ask about the person that you spoke with at the agency and the services you were offered. If you spoke with more than one person, please answer all the questions for the person you spent the most time speaking with.

7. Name and Job Title of person (s) with whom you spoke at the Agency:

Name Title
Name Title

8. Did the person you speak with identify themselves as: (check all that apply)

- Attorney/Lawyer
 "Immigration Specialist"
 Notary
 Paralegal
 I don't remember
 Other:

9. If they said they were an attorney, do they claim to specialize in immigration law?

- Yes
 No
 I don't remember

10. Did they tell you if you qualify to change your status?

- Yes, I CAN adjust my status
 No, I CAN NOT adjust my status
 They said they were not authorized to determine that.

11. What kind of immigration legal services were you offered and how long did they say the services would take? (Check all that apply)

- Green Card ___days ___months ___years
 No time given
 Employment help/work permit ___days ___months ___years
 No time given
 Visa ___days ___months ___years
 No time given
 "Papers" ___days ___months ___years
 No time given
 Other: ___days ___months ___years
 No time given
 None



12. Did they offer a referral for any services?

- Yes No I don't remember

If yes...

Where? _____

Did they charge a fee for the referral?

- Yes (how much?) \$ _____ No I don't remember

13. Did this person guarantee that their services would be successful?

- Yes No I don't remember

14. Did this person mention influences they may have with the U.S. Government?

- Yes No I don't remember

15. Did this person mention influences with governments of countries other than the U.S.?

- Yes No I don't remember

16. Did this person give you a total cost for all of their services?

- Yes No I did not ask I don't remember

17. If yes, how much would the services cost? \$ _____

18. Did they offer you a written contract?

- Yes No I did not ask

If yes...Would the contract be in Spanish?

- Yes, it was in Spanish No, it was not in Spanish

Comments: (please write any other observations)



[FOR OFFICE USE ONLY:]

Is this immigration service provider an Agency or an individual?

- Agency Individual Other: _____

Is the agency a registered business or registered non-profit (501©3) organization?

- Registered business Non-profit Other:

Was a Lawyer present?

- Yes No

If lawyer:

Name of Lawyer: _____

Is the attorney accredited by the New York State Bar?

- Yes No

Is this lawyer an immigration specialist?

- Yes No

If not a lawyer:

Name of person: _____

Does the person have any type of licensing?

- Yes _____ No

Type of license: _____

License #: _____

For both lawyers and non-lawyers:

Are there complaints filed against this person?

- Yes No

Where are the complaints filed? Details

What information turns up about this person (either lawyer or non-lawyer) through an internet search?

