

# Your Employment Selections

## Section 9: Frequently Asked Questions

### What if I can't load the program?

Review system requirements described in Section 3. Technical support is available by calling toll-free at 1-877-722-3991.

### What if I insert a disk and it doesn't work?

Review system requirements described in Section 3. Technical support is available by calling toll-free at 1-877-722-3991.

### How do I quit the YES program?

There are two ways to quit the program. First, click on the thumb shown on the Circumnavigator which produces a QUIT button. Or second, click on this button or press CONTROL + Q.



**NOTE:** If you quit, you may not return to the same place in the program, only to the beginning point of the *Preview*, *Work Conditions*, or *Job Choices*. Print any data before quitting the program.

### What if my computer "freezes" during YES program operation?

Simultaneously press the Ctrl-Alt-Delete buttons. Restart your computer. Review the system requirements in regards to memory (described in Section 3). Technical support is available by calling toll-free at 1-877-722-3991.

### What if the video or sound does not run smoothly?

If the video or sound appears glitchy or inconsistent, review the system requirements in regards to memory described in Section 3. Technical support is available by calling toll-free at 1-877-722-3991.

### Can I skip a job if I don't prefer it?

Yes, in the *Job Choices* section, you can skip a job by pressing the FAST FORWARD button on the Circumnavigator. However, we recommend that you play the entire job in the first cycle to provide comprehensive information. In the *Preview* and *Work Conditions* Sections, you must let the video play and make a selection after the video and narration have stopped.

**Do I have to start with the *Preview*? Can I skip it if the assessment is too basic?**

Yes, you may skip it by pressing the *Work Conditions* button on the MENU screen. However, while the “objects” and “actions” selections in the *Preview* may seem basic to many participants, the “work vs. non-work” situations and work conditions questions may provide useful information to participants and facilitators.

**In the *Job Choices* section, do I have to select one of the two jobs?**

No. Between the two pictures you will see a circle/slash (see Figure 10). Click the circle/slash button to indicate that neither job is preferred.

**In the *Job Choices* section, can I select both jobs?**

No. You must select one of the two jobs. If you're particularly interested in BOTH jobs, select one and make a note of the other job. Write the name of the other job on the printout and/or Job Preference Summary Form.

**Can I change my job choice if I make a mistake or change my mind?**

Yes, but only if you (a) click on the thumb of the Circumnavigator, (b) press the QUIT button, and (c) run through the *Job Choices* section again. Facilitators may simply note the selection that the participant intended to select and transfer this note to the printout and/or Job Preference Summary Form.

**If I am choosing between jobs that I don't like, can I look at other ones?**

Yes, return to the INTRO Disk and work through the *Work Conditions* section again, or review the list of job domains and choose a new disk.

**Does a participant watch all 120 jobs?**

No, the *Work Conditions* section will identify one list of 20 jobs (one disk). Insert the disk that corresponds with the participant's selections. If the participant wishes to view additional jobs, select another disk.

### **When can I print my list of job preferences?**

You must print the list of job preferences at the end of either the *Preview*, *Work Conditions*, or *Job Choices* sections. You cannot print results while in the middle of a section, nor can you retrieve results from previous sections after you have moved to a new section. Print results when you see the PRINT SELECTIONS sign on the screen.

### **Can family members attend the YES program session?**

Yes, family members are encouraged to attend. If someone other than parents/guardians or immediate family members wish to attend, ensure that a signed "Release of information" document is on file. Facilitators should familiarize family members with the program.

### **As a family member, can I participate actively in making selections?**

Family members may become interested in selections and may want to make comments or even influence selections. The facilitator must use discretion with family members and determine the extent to which they should influence the selections. Family input is valuable in shaping everyone's job preferences. However, if the influence becomes interference, the facilitator may want to direct the family by saying, "I want to find out what (the participant's) preferences are, then we can discuss how those compare with your own preferences."