

Office of Alternative Dispute Resolution

Please take a few minutes to fill out the survey on the quality of our program and the service you received today. Your answers are confidential. When you finish, place the form in the envelope and leave it on the table.
Please mark one answer for each question.

Date of Mediation:

Name of Mediator:

Case Category: General/civil

1. Outcome of mediation: **No Agreement** **Partial Agreement** **Full Agreement**
2. Role in mediation: **Plaintiff/
Petitioner** **Attorney for
Plaintiff/Petitioner** **Defendant/
Respondent** **Attorney for
Defendant/Respondent**

<u>MEDIATION PROCESS</u>	Very Satisfied	Satisfied	Neither	Unsatisfied	Very Unsatisfied
3. Mediation as a productive process to resolve some or all issues in dispute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Opportunity to discuss issues and concerns during mediation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Opportunity to provide input as to the content and terms of your agreement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overall rapport between the mediator and parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Willingness to use mediation in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>MEDIATOR PERFORMANCE</u>					
8. Competence of mediator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Understanding of your issues and concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Mediator's skills to generate and consider options to resolve the dispute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Mediator's comfort in the mediation process and type of dispute being mediate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Mediator's professionalism and impartiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Level of pressure by the mediator to reach a settlement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please share additional comments (use the back if necessary).

Thank you for taking the time to fill out our survey. Your feedback helps us improve our services.

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