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### **3. ABILITY TO CONDUCT ORDERLY HEARING**

Hearing was conducted in a smooth manner; order of presentations followed prescribed hearing procedure; parties maintained calm and rational demeanor; presentations focused on relevant points; time was wisely spent.

Rating: 1                      2                      3                      4                      5

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **4. TEMPERAMENT**

Attitude toward parties and participants was respectful, courteous, compassionate, rational.

Rating: 1                      2                      3                      4                      5

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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### **5. KNOWLEDGE**

Familiar with the grievance procedure and the policies concerning matters to be heard. Decision process was logical and rational.

Rating: 1                      2                      3                      4                      5

Comments: \_\_\_\_\_  
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