Office of Equal Employment and Dispute Resolution

PARTICIPANT EVALUATION OF MEDIATORS AND THE MEDIATION PROCESS

Please help us evaluate the effectiveness of the mediation program. For each question, check the response that best describes your thoughts and feelings. Answer honestly knowing that your input is intended to help improve the program. Thank you for taking the time to complete the questionnaire.

Mediator A: Name _____

Mediator B: Name _____

The following questions concern the **performance** of your mediator(s). Please tell us how satisfied you were with how:

1. The mediator explained the mediation process at the start of the session.

Mediator A:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree
Mediator B:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree

2. The mediator allowed me enough time to talk about the issues that I felt were important.

Mediator A:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree
Mediator B:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree

3. The mediator helped me to identify the issues involved in the conflict.

Mediator A:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree
Mediator B:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree

4. The mediator did not take sides and treated me fairly.

Mediator A:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree
Mediator B:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree

5. The mediator helped us to reach and/or write an agreement that was clear and reflected what we intended.

Mediator A:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree
Mediator B:	☐ Strongly Agree	☐ Agree	☐ Uncertain	☐ Disagree	☐ Strongly Disagree

The following questions concern the **mediation process**. Please tell us how satisfied you are:

6. I am satisfied with the overall **outcome** of mediation.

☐ Strongly Agree ☐ Agree ☐ Uncertain ☐ Disagree ☐ Strongly Disagree

7. I am satisfied with the **fairness** of the process.

☐ Strongly Agree ☐ Agree ☐ Uncertain ☐ Disagree ☐ Strongly Disagree

8. I am satisfied with the overall **timeliness** of the process.

☐ Strongly Agree ☐ Agree ☐ Uncertain ☐ Disagree ☐ Strongly Disagree

9. I am hopeful this mediation will have a positive impact on my future relationship with the other person.

☐ Strongly Agree ☐ Agree ☐ Uncertain ☐ Disagree ☐ Strongly Disagree

10. I would consider mediation again to resolve a problem in my workplace.

☐ Strongly Agree ☐ Agree ☐ Uncertain ☐ Disagree ☐ Strongly Disagree

11. I would recommend mediation to others.

☐ Strongly Agree ☐ Agree ☐ Uncertain ☐ Disagree ☐ Strongly Disagree

12. Did mediation resolve this dispute?

☐ Yes, we chose a written agreement.
☐ Yes, we came to a verbal agreement and chose not to create a written agreement.
☐ No.

13. What I liked most about the mediation process is

14. What I liked least about the mediation process is

COMMENTS:

If you want to share further thoughts about the mediation process, please call the Office of Equal Employment and Dispute Resolution at (804) 786-7994 or 1-888-23ADVICE (Toll Free 1-888-232-3842) and speak with EEDR's Mediation Program Director. We are interested in the lasting benefits of mediation as well. Therefore, the Office of Equal Employment and Dispute Resolution will be sending you a Mediation Session Follow Up Form for further assessment of your mediation process.

THANK YOU