

MEDIATION SATISFACTION QUESTIONNAIRE

The purpose of this questionnaire is to obtain information to help us improve the quality of mediation services we provide. Your answers to the following questions would be very helpful to us. All answers are confidential.

(To be filled out by the mediators)

DATE: _____ LENGTH OF MEDIATION SESSION: _____

MEDIATOR (S): _____

TYPE OF CASE: _____

QUESTIONNAIRE INSTRUCTIONS

This questionnaire includes yes/no questions and answer lines*. For each answer line question, you should place a mark on the line where you feel it best represents your opinion. You can mark anywhere on the line. For example, if you have a positive opinion about the question but believe there is room for improvement, you could answer the question as illustrated below.

_____ ● _____
Negative/disagree Neutral Positive/agree

Please answer every question and include your comments. Thank you for taking the time to complete this questionnaire.

Please return your completed questionnaire to the court clerk before leaving.

- 1. A. Are you a plaintiff _____ or a defendant _____ ?
B. What were your initial thoughts about mediation?

Comments: _____

- 2. How would you rate your first impression of the mediators handling your case?

Unfavorable Neutral Favorable

- 3. How would you rate the comfort and appropriateness of the physical setting arranged by the mediators for your session?

Uncomfortable Neutral Comfortable

4. How clear were the introductory remarks and explanation of the mediation process offered by the mediators?

Unclear Neutral Clear

5. How comfortable were you during the mediation session?

Uncomfortable Neutral Comfortable

6. How would you rate your overall satisfaction with the manner in which the mediators conducted the mediation session?

Dissatisfied Neutral Satisfied

7. How involved were you in the problem-solving process?

Not Involved Neutral Involved

8. Did the mediators give both parties an equal chance to explain their case?

Yes _____ No _____

Comments: _____

9. How fair were the mediators to both sides?

Unfair Neutral Fair

10. If you had co-mediators assisting you, how well did the two mediators work together during the mediation process?

Not Well Neutral Well

11. Did the mediation process address the main issues of your dispute?

Yes _____ No _____

Comments: _____

12. Did the mediation end successfully (i.e., with a mutually agreeable solution)?

Yes _____

No _____

Comments: _____

13. If you reached an agreement, were the terms and conditions of the agreement clear to you?

Unclear

Neutral

Clear

14. How well was the tone set for future problem solving with the other party?

Negative Tone

Neutral

Positive Tone

15. Did you have enough time for the mediation?

Yes _____ No _____

If no, how much more time was needed?

Comments: _____

16. How satisfied were you with the overall mediation?

Unsatisfied

Neutral

Satisfied

17. Are you willing to utilize mediation in the future?

Yes _____

No _____

Comments: _____

18. Do you have any other comments or suggestions?

*Answer line developed by Dr. Jack E. Vincent for U.N. research purposes.