

Participant Evaluation

July 2004 – June 2008



This is the actual evaluation that clients complete at the end of the mediation process, with distribution of responses and notes indicated in yellow highlight.

Please help us improve the services we provide by answering the following questions:

1. Was the meeting helpful to you in this case?
 - a. Yes 99%
 - b. No 1%

2. Were you satisfied with the meeting?
 - a. Very satisfied 64%
 - b. Mostly satisfied 29%
 - c. No opinion 5%
 - d. Dissatisfied 0%
 - e. Very dissatisfied 2%

3. Would you use this kind of meeting again?
 - a. Yes 92%
 - b. No 8%

If you made an agreement, complete the next 3 items.

4. Did you reach agreement on the issues important to you?
 - a. All of the issues 79%
 - b. Some of the issues 20%
 - d. None of the issues 1%

5. How satisfied were you with the agreement that was made during the meeting?
 - d. Very satisfied 60%
 - c. Mostly satisfied 27%
 - b. Indifferent or mildly dissatisfied 4%
 - a. Quite dissatisfied 9%

NOTE: This version shows the option letters – a, b, c, d – reversed. This revision was made after it was observed that most of the “Quite dissatisfied” responses were inconsistent with otherwise positive responses in the rest of the items for the same client.

6. Do you believe the agreement was fair?
 - a. Very fair 87%
 - b. Somewhat fair 11%
 - c. Not fair at all 2%

Staff Use
Only

Date:

___/___/___

Site:

Practitioners:

___ | ___

- Med
- Cir
- Conf
- Fac
- Other:

- RI
- AP
- Su(RI)
- Su(AP)
- Co
- Ag
- Ot:

Continued on other side ↗

A. How satisfied were you with the way the mediator prepared you for the meeting?

- 4. Very satisfied 63%
- 3. Mostly satisfied 22%
- 2. Indifferent or mildly dissatisfied 5%
- 1. Quite dissatisfied 10%

B. Was the mediator a good listener?

- 4. Yes, definitely 82%
- 3. Yes, generally satisfied 16%
- 2. No, not really 1%
- 1. No, definitely not 1%

C. Were you encouraged to come up with your own solutions?

- 1. Yes 95%
- 2. No 5%

D. Was the mediator or facilitator neutral?

- 1. Yes 97%
- 2. No 3%

I. What did you like most about the meeting? Sample of responses:

II. What did you like least about the meeting? Sample of responses:

III. Additional comments? Sample of responses: