|  |  |  |
| --- | --- | --- |
|  | **U.S. Office of Special Counsel**  Mediation Survey |  |

Thank you for participating in our survey. Your feedback is important.

**For the purpose of this survey, the word “mediation” refers to all interactions with the OSC ADR Unit.**

|  |
| --- |
| Explanation of Mediation |

|  |
| --- |
| 1. After the **mediator(s)** explained the stages of an OSC mediation, I understood how the process  would work.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |

|  |
| --- |
| Confidentiality |

|  |  |
| --- | --- |
| 2. I understood that **I** could not share what was discussed during the mediation process with people who were not part of the mediation.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 3. I trusted the **mediator(s)** would not share what was discussed during the mediation process with people who were not part of the mediation.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |
| 4. I trusted the **other side** would not share what was discussed during the mediation process with people who were not part of the mediation.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |  |

|  |
| --- |
| Mediation Process |

|  |  |
| --- | --- |
| 5. I felt heard by the **mediator(s)**.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 6. I felt heard by the **other side**.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |

|  |  |
| --- | --- |
| 7. The length of time from the start to the end of the mediation process was:  Too long  Just right  Too short  N/A |  |
| Self-Determination | |

|  |  |
| --- | --- |
| 8. I felt unfairly pressured by the **mediator(s)** to settle.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 9. I felt unfairly pressured by someone other than the mediator(s) to settle.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |
| If you answered yes to Question 8 or 9, please explain who pressured you and what they did to make you feel pressured. | |
|  |  |

|  |
| --- |
| Impartiality |

|  |  |  |
| --- | --- | --- |
| 10. After the role of the mediator(s) was explained to me, I expected the mediator(s) to:  Side with me  Side against me  Side with no one  N/A | 11. During the mediation, the mediator(s) appeared to be:  On my side  On the other side  On no one’s side  N/A | |
| Resource Considerations | |

|  |  |
| --- | --- |
| 12. I believe the mediation process in total took less time than investigation and prosecution.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  Don’t Know or N/A |  |
| 13. I believe I spent less time preparing and engaging in the mediation process than investigation and prosecution.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  Don’t Know or N/A | 14. I believe the mediation cost less money than the other available alternatives.    Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  Don’t Know or N/A |

|  |  |
| --- | --- |
| If yes, specify how many hours you saved.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | If yes, specify how many dollars you saved.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |
| --- |
| Competence |

|  |  |  |
| --- | --- | --- |
| 15. The mediator(s) understood the issues of the case.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 16. The mediator(s) appeared to have a working knowledge of the relevant law.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | |
| 17. The mediator(s) understood **my** interests and priorities.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 18. The mediator(s) understood the **other side’s**interests and priorities.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | |
| 19. The mediator(s) helped **me** think about different ways to resolve the issues of the case.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 20. The mediator(s) acted in a professional way.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | |
| Conflicts of Interest | |

|  |  |
| --- | --- |
| 21. The mediator(s) and/or someone who was part of the mediation had a conflict of interest. | If yes, please explain why you believe there was a conflict of interest. |
| Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |  |

|  |
| --- |
| Resolution |

|  |  |
| --- | --- |
| 22. My case settled.  Yes  No  N/A  Don’t Know |  |

|  |  |
| --- | --- |
| If your case **SETTLED**, please answer the following questions: | If your case **DID NOT SETTLE**, please answer the following questions: |
| 23. The **mediator(s)**played a positive role in reaching an agreement.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 23. The **mediator(s)** played a positive role in trying to reach an agreement.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |
| 24. The **Subject Matter Expert** **(SME)** played a positive role in reaching an agreement.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 24. The **Subject Matter Expert** **(SME)** played a positive role in trying to reach an agreement.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |
|  |  |
| If any other factor(s) played a role in reaching an agreement, please explain your answer.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  25. I understood the terms of the settlement.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A  26. The settlement was fair.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 25. I found it difficult to reach an agreement because the **other side** was unwilling to compromise.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A  26. I found it difficult to reach an agreement because **I** was unwilling to compromise.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A  If any other factor(s) made it difficult to reach an agreement, please explain your answer.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |
| --- |
| Open Feedback |

|  |  |
| --- | --- |
| 27. What did the **mediator(s)** do well? | 28. How could the **mediator(s)** improve? |
|  |  |
| 29. Is there anything else that you would like to tell us about your mediation experience? |  |

|  |  |
| --- | --- |
|  |  |

|  |
| --- |
| Demographics and Past Mediation Experience |

|  |  |
| --- | --- |
| 30. I am a(n):  Complainant  Attorney for complainant  Agency representative  Attorney for agency  Other | 31. I have gone through mediation at least once before.  Yes  No  Don’t Know |
| Advancement of Mediation | |

|  |  |
| --- | --- |
| 32. I am glad mediation services are available at OSC.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A | 33. I would recommend OSC mediation to a colleague or friend.  Agree Strongly  Agree Somewhat  Neither  Disagree Somewhat  Disagree Strongly  N/A |
|  | If no, please explain your answer: |
|  |  |
|  |  |
| 34. I am willing to answer a four-question survey in about six months to follow up on my post-mediation experience. |  |
| Yes  No  If yes, please provide the email address that we should use to contact you in about six months for the follow-up survey. |  |
|  |  |