Name of Operating Administration: ______________________

Session location: _________________________________

Mediator(s) Name: ______________________

____________________

____________________

____________________

PLEASE HELP US EVALUATE THIS PROGRAM BY ANSWERING THE FOLLOWING QUESTIONS ABOUT YOUR EXPERIENCE IN MEDIATION:

Circle the number that best answers each question. If the question does not apply, do not circle anything.

1. **What was your role in the case?**
   (a) Complainant
   (b) Supervisor (respondent)
   (c) Representative for complainant
   (d) Representative for management (respondent)

2. **What is your grade level?**

3. **If you had a representative in the mediation, was your representative a…**
   (a) Fellow Employee
   (b) Attorney
   (c) Union Representative
   (d) Other please specify ____________________________
   (e) Did not have representative

4. **What was the basis of the EEO/EO complaint in this case?**
   **Circle all that apply.**
   (1) Race
   (2) Color
   (3) National origin
   (4) Sex
   (5) Occupation
   (6) Disability
   (7) Religion
   (8) Age
5. On what date did the dispute begin? _________________________

6. Please circle or describe the cause of the action of the dispute.

(a) Promotion  
(b) Non-selection  
(c) Performance Rating  
(d) Disciplinary Action  
(e) Sexual Harassment  
(f) Other (please describe):

____________________________________________________________________

7. Please describe the relief requested in the dispute prior to mediation

____________________________________________________________________

Please answer the following questions about your last mediation session:

8. How long was this mediation session?

_______________(number of hours)

9. During the mediation, did you learn about the other party’s view?

   (a) Yes  
   (b) No

10. During the mediation session, did the other party learn about your view?

    (a) Yes  
    (b) No

11. Did the mediation result in a settlement?

    (a) Yes – Skip to question 13  
    (b) No  
    (c) Partially

12. If the mediation failed to result in a settlement or resulted in a partial settlement, were there positive outcomes (such as, a better understanding of the issue or a better communications between the parties) that made it worthwhile?

    (a) Yes  
    (b) No
13. Thinking about your most recent mediation session, please assess the mediator’s performance in the following areas as poor, fair, good, or excellent.

<table>
<thead>
<tr>
<th>The mediator.....</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. inquired into facts of the complaint impartially</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>b. understood issue(s) of the complaint</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>c. assisted the parties with generating realistic options</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>d. clarified the issue(s) of the complaint</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>e. gained the confidence and trust of the parties</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>f. handled emotional issues satisfactorily</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>g. maintained effective manner (calm, sensitive, empathic, flexible, purposeful)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>h. inspired confidence in the mediation process</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>i. honored confidentiality</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

14. Thinking about your experience with mediation overall, please indicate if you strongly agree, somewhat agree, neither agree or disagree, somewhat disagree or strongly disagree with the following statements:

(Circle one on each line)

<table>
<thead>
<tr>
<th>(Circle one on each line)</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Neither</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. You received sufficient information about mediation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>b. You were comfortable with</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
15. Have you ever been through the EEO/EO COMPLAINT PROCESS before?
   (a) Yes
   (b) No – Skip to question 20

16. How many times have you been through the EEO/EO COMPLAINT PROCESS?

17. Please circle the highest level of any of your prior complaints:
   (a) Pre-complaint (Informal/Counseling)
   (b) Formal Complaint
   (c) EEO Hearing/Final Agency Decision
   (d) Court Decision

18. Did mediation take much less, less, the same, more, or much more time than the usual EEO/EO process? How did time in mediation relate to time in EEO/EO process?

   Mediation took:
   (a) much less time
   (b) less time
   (c) the same amount of time
   (d) more time
   (e) much more time

19. Did the process save you resources when compared to pursuing the complaint through the conventional process?
20. Have you ever been through the ONE DOT mediation process before?
   (a) Yes
   (b) No
   If yes, how many times? __________

21. Would you participate in mediation again?
   (a) Yes
   (b) No

22. Do you have additional comments or suggestions to improve the Program?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________