

MCHR PARTICIPATION SURVEY

Date: _____

What was your role in the mediation? (circle one)

Respondent Complainant Attorney/Rep. For Complainant Attorney/Rep. For Respondent

Have you ever participated in a mediation before? YES NO

Please answer the following questions by circling the most appropriate response according the scale below:

Very Satisfied (VS)	Mostly Satisfied (MS)	Somewhat Satisfied (SS)	Neither/Neutral (N)	Somewhat Dissatisfied (SD)	Mostly Dissatisfied (MD)	Very Dissatisfied (VD)
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1. The amount of information you received about mediation from the office PRIOR to today's mediation.

VS MS SS N SD MD VD

2. How you thought you would feel about the outcome of the mediation BEFORE today's mediation.

VS MS SS N SD MD VD

3. How well the mediation process, steps, and rules were explained to you by the mediators today.

VS MS SS N SD MD VD

4. The impartiality and/or neutrality of the mediators.

VS MS SS N SD MD VD

5. The amount of respect given to you by the mediators.

VS MS SS N SD MD VD

6. The opportunity to present your views and issues related to the charge.

VS MS SS N SD MD VD

7. The fairness of the mediation.

VS MS SS N SD MD VD

8. How well you understood what was going on during the mediation process.

VS MS SS N SD MD VD
(over)

9. How much you got to participate in the mediation.

VS MS SS N SD MD VD

10. The overall outcome of the mediation.

VS MS SS N SD MD VD

11. Did you reach an agreement today? **YES NO**

12. Would you participate in a mediation again? **YES NO**

13. Would you recommend the mediation process to others involved in similar disputes? **YES NO**

14. What was the most helpful part of the mediation process?

15. What suggestions do you have to improve the mediation process?

Thank you for taking the time to complete this survey. Your responses and comments assist us in continuing to provide high quality service to Maryland citizens and to improving the mediation process overall.