

Date: _____

**Maryland Commission on Civil Rights
Mediation Evaluation Survey**

Please answer the following questions by circling the most appropriate response, according to a 1 to 5 scale or by circling YES or NO, when appropriate.:

1= very satisfied; 2 =somewhat satisfied; 3 =neutral/indifferent; 4 =somewhat dissatisfied; 5 =very dissatisfied

1. Have you ever participated in mediation before? YES NO

2. The amount of information you received from MCCR about mediation, **prior** to today's mediation session.

1 2 3 4 5

3. The quality of mediators' explanation about the mediation process.

1 2 3 4 5

4. The impartiality/neutrality of mediator(s).

1 2 3 4 5

5. The opportunity to present your views, concerns, and issues.

1 2 3 4 5

6. The overall outcome of mediation.

1 2 3 4 5

7. Did you reach an agreement today? YES NO

8. Would you recommend mediation to others involved in similar disputes? YES NO

9. Did you complete the Preparation for Mediation Form that was mailed to you, prior to coming to this session? YES NO

10. Was the Preparation for Mediation Form helpful to you in preparing for this session?
Please explain. YES NO

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

12. What suggestions do you have to improve the quality of mediation?

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.