

APPENDIX A

QUESTIONNAIRES

Mark as shown: ☐ ☒ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☐ Black out the wrong answer and put an X in the correct box.

1. Case Information – Please fill out this section even if mediation did not occur.

1.1 Date of mediation:

1.2 Mediator name or ID#:

1.3 Did mediation take place? ☐ Yes ☐ No

If mediation did not occur, please skip to section marked did not occur on the next page. If mediation did occur, please continue below.

2. About the mediation:

2.1 Outcome (mark **all** that apply):

☐ Full agreement ☐ Partial agreement ☐ Temporary agreement

☐ No agreement

2.2 Was a best interest attorney present?

☐ Yes ☐ No

2.3 How many people on the plaintiff's side were in the room?

☐ 1 ☐ 2 ☐ 3

☐ 4 ☐ 5 ☐ 6 or more

2.4 Mark **all** that apply for the plaintiff.

☐ Plaintiff in the room ☐ Plaintiff's attorney in the room ☐ Plaintiff has an attorney who did not attend

☐ Plaintiff did not have an attorney

2.5 How many people on the defendant's side were in the room?

☐ 1 ☐ 2 ☐ 3

☐ 4 ☐ 5 ☐ 6 or more

2.6 Mark **all** that apply for the defendant.

☐ Defendant in the room ☐ Defendant's attorney in the room ☐ Defendant has an attorney who did not attend

☐ Defendant did not have an attorney

2.7 If custody was an issue, what arrangement was reached? (Mark **all** that apply.)

☐ Joint legal ☐ Primary legal ☐ Joint physical

☐ Primary physical

2.8 For this case, I practiced (mark **all** that apply):

☐ Solo mediation ☐ Co-mediation ☐ Facilitative

☐ Transformative ☐ Analytical ☐ Inclusive

☐ Settlement conferencing ☐ Other

2.9 Number of sessions:

☐ 1 ☐ 2 ☐ 3

☐ 4 ☐ 5 ☐ 6 or more

2.10 Hours spent on this case (excluding travel, preparation, and follow-up time):

☐ 1 ☐ 2 ☐ 3

☐ 4 ☐ 5 ☐ 6

☐ 7 ☐ 8 ☐ 9

☐ 10 ☐ 11 ☐ 12 or more

2.11 Comments (**without** breaking confidentiality):

2.12 Mediator's signature:

3. If the mediation **did not** occur:

- 3.1 Why did the mediation not occur?
- ☐ Agreement reached prior to mediation

☐ Dismissed, stayed, transferred

☐ Exempt by court

☐ Domestic violence issue

☐ Other (mark here and explain below)

3.2 If you marked *other*, please explain:

3.3 Mediator's signature:



MEDIATION PARTICIPANT SURVEY - FAMILY



Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ ☐ Black out the wrong answer and put an X in the correct box.

To improve our program, these results may be shared with the mediator in the future; however, your name will remain **confidential**. Thank you for your feedback.

1. Background Questions

1.1 Mediation date:

1.2 Mediator name or ID #:

2. Please evaluate the mediator and process. Mark *one* response for each statement.

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
2.1 The mediation process was clearly explained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 I had enough time to say what I wanted to say.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 The mediator(s) understood what I said I needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 The mediator(s) helped me think about different ways to resolve our issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 I felt heard by the other participant(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 I understand the other participants' views better now than I did before the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 We discussed all issues that brought us to mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 The mediator(s) did not favor any party.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9 I felt pressured by the mediator(s) to reach an agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.10 The mediator(s) were good listener(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.11 The mediator(s) helped clarify issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.12 The mediator(s) were respectful to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.13 The mediator(s) told me what I should agree to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.14 If the mediator(s) met with me/my side separately (caucus), it was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.15 If an agreement was reached, it met my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.16 If an agreement was written, I understood it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.17 The mediator(s) helped me consider whether the agreement was realistic for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.18 I will be able to communicate better with the other party because of mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.19 I would suggest mediation to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.20 I am glad mediation services are available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.21 Overall, I was satisfied with this mediation session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. General Questions

3.1 I am the:

☐ Plaintiff

☐ Defendant

3.2 In approximately how many disputes, before this one, have you used mediation?

☐ 0

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8+

3.3 Who suggested the possible solutions? (Mark *all* that apply.)

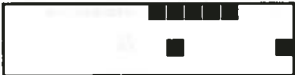
☐ I did

☐ The other side(s)

☐ The mediator(s)

☐ The lawyers

☐ No solutions were suggested



3. General Questions [Continue]

3.4 We: (Mark *all* that apply.)

- ☐ Did *not* agree on any issues
☐ Agreed to continue for another session

☐ Agreed on *some* issues☐ Agreed on *all* issues

3.5 Do you think this case went to mediation:

- ☐ Too early
☐ Don't know

☐ Right time☐ Too late

3.6 The mediator(s) told me what outcome(s) might occur if my case went to trial.

☐ Yes☐ No☐ Not sure

3.7 The mediator(s):

☐ Ended the session too soon☐ Allowed the right amount of time☐ Made the session too long3.8 I came to this session because: (Mark *all* that apply.)

- ☐ My choice
☐ My attorney recommended

☐ Judge recommended
☐ Other

☐ Judge ordered

3.9 I would use this process again:

☐ Yes☐ No☐ Not Sure

3.10 Please tell us why you checked Yes, No, or Not Sure.

3.11 What issues were addressed in this process? (Mark all that apply.)

- ☐ Custody
☐ Marital property
☐ Child support

☐ Visitation
☐ Alimony

☐ Use & possession of marital home
☐ Monetary award

3.12 What else would you like to tell us about your experience?

4. Please provide the following information VOLUNTARILY. It is for statistical purposes only.

4.1 Gender:

☐ Female☐ Male

4.2 Age:

☐ 19 and under
☐ 40-49

☐ 20-29
☐ 50-59

☐ 30-39
☐ 60+

4.3 Mark *all* that apply:

- ☐ Hispanic/Latino
☐ Black/African American

☐ American Indian/Alaskan Native
☐ Native Hawaiian/Pacific Islander

☐ Asian
☐ White

4.4 Education (highest level achieved):

☐ 1-8th grade☐ High school/
GED☐ 2-year college
degree/professional
certificate

4.5 Household income:

☐ 4-year degree
☐ Up to \$19,999
☐ \$60,000-\$79,999
☐ \$150,000-\$199,999

☐ Graduate degree
☐ \$20,000-\$39,999
☐ \$80,000-\$99,999
☐ \$200,000+

☐ \$40,000-\$59,999
☐ \$100,000-\$149,999

4.6 Military status:

☐ Active military☐ Military veteran☐ N/A

4.7 Zip code:

Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ ☐ Black out the wrong answer and put an X in the correct box.

To improve our program, these results may be shared with the mediator in the future; however, your name will remain **confidential**. Thank you for your feedback.

1. Questions

1.1 ADR session date:

1.2 ADR practitioner name or ID#:

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1.3 The ADR practitioner was attentive to my comments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 The ADR practitioner helped clarify issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 The ADR practitioner maintained appropriate control over the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 The ADR practitioner pressured the parties to reach an agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 The ADR practitioner did not favor any party.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8 I was satisfied with the pace of the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.9 The ADR practitioner advocated for a specific outcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.10 The ADR practitioner allowed the parties to develop their own outcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.11 Overall, I was satisfied with this session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.12 Overall, I was satisfied with the skills of the ADR practitioner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.13 Overall, I was satisfied with the professionalism of the ADR practitioner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.14 In approximately how many disputes, before this one, have you participated in a mediation :					
<input type="checkbox"/> 0	<input type="checkbox"/> 1-10		<input type="checkbox"/> 11-25		
<input type="checkbox"/> 26+					
1.15 In approximately how many disputes, before this one, have you participated in a settlement conference :					
<input type="checkbox"/> 0	<input type="checkbox"/> 1-25		<input type="checkbox"/> 26-75		
<input type="checkbox"/> 76+					
1.16 Was discovery requested in this case?	<input type="checkbox"/> No	<input type="checkbox"/> Yes, but not started	<input type="checkbox"/> Yes, and is ongoing		
	<input type="checkbox"/> Yes, and has concluded	<input type="checkbox"/> N/A			
1.17 I am counsel for the:	<input type="checkbox"/> Plaintiff	<input type="checkbox"/> Defendant	<input type="checkbox"/> Third party defendant		
	<input type="checkbox"/> Counter plaintiff	<input type="checkbox"/> Counter defendant			
1.18 Do you think this case went to the ADR process:	<input type="checkbox"/> Too early	<input type="checkbox"/> Right time	<input type="checkbox"/> Too late		
	<input type="checkbox"/> Don't know				
1.19 Did the ADR practitioner need substantive knowledge related to the issues in this case?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure		
1.20 The ADR practitioner told me what outcome(s) might occur if my case went to trial.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure		
1.21 Was this ADR process appropriate to resolve the issues of this case?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure		
1.22 If no, what process would have been appropriate, and why?	<div></div>				

1. Questions [Continue]

1.23 The parties: (Mark *all* that apply.)☐ Did *not* agree on any issues☐ Agreed to continue for another session☐ Agreed on *some* issues☐ Agreed on *all* issues

1.24 If this case was not completely resolved, please mark all reasons why you believe the case was not resolved:

☐ My client wanted his/her day in court.☐ The other side wanted his/her day in court.☐ My client was unwilling to compromise.☐ The other side was unwilling to compromise.☐ Opposing counsel was not prepared.☐ The ADR practitioner made it difficult to settle.☐ My client refused to make a settlement proposal.☐ The other side refused to make a settlement proposal.☐ Continuing the ADR process was too expensive.☐ There was not enough time to continue the process to a conclusion.☐ Opposing counsel was not willing to compromise.☐ I was not willing to compromise.☐ N/A

1.25 Other reason(s) not specified above:

1.26 If your case was completely resolved, did the final agreement include a clause to return to ADR if a problem arises?

☐ Yes☐ No

1.27 Would you recommend this ADR process to other clients involved in a similar dispute?

☐ Never☐ Sometimes☐ Always

1.28 Why:

1.29 Did you encourage or discourage your client from participating in this ADR process?

☐ Encourage☐ Discourage☐ Neither

1.30 Why:

1.31 If applicable, settlement amount:

☐ \$1-\$25,000☐ \$25,001-\$50,000☐ \$50,001-\$100,000☐ \$100,001-\$500,000☐ \$500,001-\$1 million☐ Over \$1 million

1.32 Any additional comments or suggestions:

Mark as shown: ☐ ☒ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.
Correction: ☐ ☒ ☐ ☐ Black out the wrong answer and put an X in the correct box.

1. Case Information – Please fill out this section even if mediation did not occur.

1.1 Date of mediation:

1.2 Mediator name or ID#:

1.3 Did mediation take place? ☐ Yes ☐ No

If mediation did not occur, please skip to section marked did not occur on the next page. If mediation did occur, please continue below.

2. About the mediation:

2.1 Outcome (mark **all** that apply):
☐ Full agreement ☐ Partial agreement ☐ Agreement placed on the record
☐ No agreement

2.2 Mark **all** scheduling/mediation issues that you encountered in this case:
☐ Party failed to contact mediator for scheduling as required by the Order ☐ Party with settlement authority failed to appear ☐ Mediation was not scheduled by ADR deadline
☐ Mediator had to schedule date without input of parties

2.3 Was an insurance adjuster involved?
☐ No ☐ Adjuster involved but did not attend ☐ Adjuster attended in person
☐ Adjuster attended via telephone

2.4 How many people on the plaintiff's side were in the room? ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

2.5 Mark **all** that apply for the plaintiff:
☐ Plaintiff in the room ☐ Plaintiff's attorney in the room ☐ Plaintiff has an attorney who did not attend
☐ Plaintiff did not have an attorney

2.6 How many people on the defendant's side were in the room? ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

2.7 Mark **all** that apply for the defendant:
☐ Defendant in the room ☐ Defendant's attorney in the room ☐ Defendant has an attorney who did not attend
☐ Defendant did not have an attorney

2.8 For this case, I practiced (mark **all** that apply):
☐ Solo mediation ☐ Co-mediation ☐ Facilitative
☐ Transformative ☐ Analytical ☐ Inclusive
☐ Settlement conferencing ☐ Other

2.9 Number of sessions: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

2.10 Hours spent on this case (excluding travel, preparation, and follow-up time):
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 or more

2.11 Settlement amount:
☐ N/A ☐ Under \$7,500 ☐ \$7,500-\$50,000
☐ \$50,001-\$100,000 ☐ \$100,001-\$500,000 ☐ \$500,001-\$1 million
☐ Over \$1 million

2.12 Payment (mark **all** that apply):
☐ Plaintiff paid ☐ Defendant paid ☐ Plaintiff has not paid (please contact ADR Coordinator)
☐ Defendant has not paid (please contact ADR Coordinator)

2. About the mediation: [Continue]

2.13 Comments (**without** breaking confidentiality):

2.14 Mediator's signature:

3. If the mediation **did not** occur:

3.1 Why did the mediation not occur?

☐ Agreement reached prior to mediation

☐ Party failed to appear

☐ Dismissed, stayed, transferred, remanded

☐ Waived/exempt by court

☐ Other (mark here and explain below)

3.2 If you marked *other*, please explain:

3.3 Mediator's signature:



Mark as shown: ☐ ☒ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

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To improve our program, these results may be shared with the mediator in the future; however, your name will remain **confidential**. Thank you for your feedback.

1. Background Questions

1.1 Mediation date:

1.2 Mediator name or ID #:

2. Please evaluate the mediator and process. Mark *one* response for each statement.

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
2.1 The mediation process was clearly explained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 I had enough time to say what I wanted to say.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 The mediator(s) understood what I said I needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 The mediator(s) helped me think about different ways to resolve our issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 I felt heard by the other participant(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 I understand the other participants' views better now than I did before the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 We discussed all issues that brought us to mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 The mediator(s) did not favor any party.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9 I felt pressured by the mediator(s) to reach an agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.10 The mediator(s) were good listener(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.11 The mediator(s) helped clarify issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.12 The mediator(s) were respectful to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.13 The mediator(s) told me what I should agree to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.14 If the mediator(s) met with me/my side separately (caucus), it was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.15 If an agreement was reached, it met my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.16 If an agreement was written, I understood it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.17 The mediator(s) helped me consider whether the agreement was realistic for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.18 I will be able to communicate better with the other party because of mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.19 I would suggest mediation to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.20 I am glad mediation services are available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.21 Overall, I was satisfied with this mediation session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. General Questions

3.1 I am the:

☐ Plaintiff

☐ Defendant

☐ Third party defendant

☐ Counter plaintiff

☐ Counter defendant

3.2 In approximately how many disputes, before this one, have you used mediation?

☐ 0

☐ 3

☐ 6

☐ 1

☐ 4

☐ 7

☐ 2

☐ 5

☐ 8+

3. General Questions [Continue]

3.3 Who suggested the possible solutions? (Mark *all* that apply.)☐ I did☐ The lawyers☐ The other side(s)☐ No solutions were suggested☐ The mediator(s)3.4 We: (Mark *all* that apply.)☐ Did *not* agree on any issues☐ Agreed to continue for another session☐ Agreed on *some* issues☐ Agreed on *all* issues

3.5 If applicable, settlement amount:

☐ \$1-\$25,000☐ \$100,001-\$500,000☐ \$25,001-\$50,000☐ \$500,001-\$1 million☐ \$50,001-\$100,000☐ Over \$1 million

3.6 Do you think this case went to mediation:

☐ Too early☐ Don't know☐ Right time☐ Too late

3.7 The mediator(s) told me what outcome(s) might occur if my case went to trial.

☐ Yes☐ No☐ Not sure

3.8 The mediator(s):

☐ Ended the session too soon☐ Allowed the right amount of time☐ Made the session too long3.9 I came to this session because: (Mark *all* that apply.)☐ My choice☐ My attorney recommended☐ Judge recommended☐ Other☐ Judge ordered

3.10 I would use this process again:

☐ Yes☐ No☐ Not Sure

3.11 Please tell us why you checked Yes, No, or Not Sure.

3.12 What else would you like to tell us about your experience?

3.13 I would like to help the program improve, so I agree to be contacted to discuss my ADR experience. I understand that all of my case information and any discussions that occurred in the ADR process will remain confidential, even if I agree to be contacted.

☐ Yes☐ No

3.14 If yes, please print your name and tell us when (day/evening) and how (phone #/email) to contact you.

4. Please provide the following information VOLUNTARILY. It is for statistical purposes only.

4.1 Gender:

☐ Female☐ Male

4.2 Age:

☐ 19 and under☐ 20-29☐ 30-39☐ 40-49☐ 50-59☐ 60+4.3 Mark *all* that apply:☐ Hispanic/Latino☐ Black/African American☐ American Indian/Alaskan Native☐ Native Hawaiian/Pacific Islander☐ Asian☐ White

4.4 Education (highest level achieved):

☐ 1-8th grade☐ High school/ GED☐ 2-year college degree/professional certificate☐ 4-year degree☐ Graduate degree

4.5 Household income:

☐ Up to \$19,999☐ \$60,000-\$79,999☐ \$150,000-\$199,999☐ \$20,000-\$39,999☐ \$80,000-\$99,999☐ \$200,000+☐ \$40,000-\$59,999☐ \$100,000-\$149,999

4.6 Military status:

☐ Active military☐ Military veteran☐ N/A

4.7 Zip code:

ADR PRACTITIONER ACTIVITY REPORT



Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ ☐ Black out the wrong answer and put an X in the correct box.

1. About Today

If you conduct more than one case today, you only have to complete this side once. However, please clip all pages together.

1.1 Today's date, courthouse, room number for ADR session if applicable:

1.2 Docket:

☐ a.m.

☐ p.m.

1.3 ADR practitioner name and ID#:

1.4 **Full hours** donated today (including travel time).
Please note partial hours in the next question:

☐ 0
☐ 3
☐ 6

☐ 1
☐ 4

☐ 2
☐ 5

1.5 **Partial** hours donated today (including travel time). Please round up to the quarter hour:

☐ .25

☐ .5

☐ .75

1.6 If applicable, ADR practitioner #2 name and ID#:

1.7 If applicable, practitioner #2 **full hours** donated today (including travel time). **Please note partial hours in the next question:**

☐ 0
☐ 3
☐ 6

☐ 1
☐ 4

☐ 2
☐ 5

1.8 If applicable, practitioner #2 **partial** hours donated today (including travel time), please round up to the quarter hour:

☐ .25

☐ .5

☐ .75

1.9 If you are mediating for a community mediation program, indicate name of center:

1.10 If applicable, today, the second practitioner is an **Apprentice** completing:

☐ 1st observation

☐ 2nd observation

☐ 3rd observation

1.11 If applicable, the ADR practitioner is being reviewed for the:

☐ 1st time

☐ 2nd time

☐ 3rd time

1.12 I (we) did not receive any cases today. (If you mark this box, please stop here.)

☐ Yes

1.13 Total number cases conducted today:

☐ 1
☐ 4

☐ 2
☐ 5

☐ 3
☐ 6

Please complete side two for each case.

2. About this Case

Complete this side for each case you get today.

2.1

Of the cases I conducted today, **this case** is the:

☐ First
☐ Fourth

☐ Second
☐ Fifth

☐ Third
☐ Sixth

2.2

This case was sent to me by (mark only **one**):

☐ Direct referral from judge
☐ Bailiff/sheriff referral
☐ Other

☐ Judge asked for volunteers
☐ Party's request

☐ Courtroom clerk referral
☐ Attorney's request

2.3

Case number:

2.4

Plaintiff(s):

2.5

Defendant(s):

2.6

Counsel represented:

☐ Neither party
☐ All parties

☐ Plaintiff(s) only
☐ Other

☐ Defendant(s) only

2.7

Amount in controversy (mark "n/a" for Peace Order/Replevin/Tenant Holding Over only)

☐ N/A
☐ \$10,001 to \$20,000

☐ \$1 to \$5,000
☐ \$20,001 to \$30,000

☐ \$5,001 to \$10,000

2.8

Did this case settle? (mark only one)

☐ After I explained the ADR process, participant(s) or their attorney(s) chose to return to the courtroom.
☐ No settlement after trying the process

☐ Full settlement
☐ The judge asked us to return to the courtroom before we finished.

☐ Partial settlement

2.9

Full hours spent on **this** case. Please note partial hours in the next question:

☐ 0
☐ 3

☐ 1
☐ 4

☐ 2
☐ 5

2.10

Partial hours spent on **this** case. Please round up to the quarter hour:

☐ .25

☐ .5

☐ .75

2.11

For this case, I practiced (mark **all** that apply):

☐ Settlement conference
☐ Co-mediation, facilitative
☐ Other

☐ Solo mediation, facilitative
☐ Co-mediation, transformative

☐ Solo mediation, transformative
☐ Co-mediation, inclusive

2.12

Comments about anything that happened today (without breaking confidentiality):

3. As the mediator, you have unique insights into today's ADR process. With your insight, we would like to help the ADR field continue to grow and improve. Your answers to these questions will allow us to look for new patterns and insights once we have several years of data.

3.1

What do you think you did that was most useful for this case and why?

3.2

What would you do differently in the future and why?

Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ ☐ Black out the wrong answer and put an X in the correct box.

To improve our program, these results may be shared with the alternative dispute resolution (ADR) practitioner in the future; however, your name will remain confidential. Thank you for your feedback.

1. Background Questions

1.1 Trial date:

Case #:

1.2 ADR practitioner name or ID #:

If applicable, name or ID # of second ADR practitioner:

2. Please evaluate the ADR practitioner and process. Mark *one* response for each statement.

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
2.1 The ADR process was clearly explained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 I had enough time to say what I wanted to say.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 The ADR practitioner understood what I said I needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 To help us check survey quality, mark N/A.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 The ADR practitioner helped me think about different ways to resolve our issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 I felt heard by the other participant(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 I understand the other participants' views better now than I did before the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 We discussed all issues that brought us here.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9 The ADR practitioner did not favor any party.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.10 I felt pressured by the ADR practitioner to reach an agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.11 The ADR practitioner was a good listener.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.12 The ADR practitioner helped clarify issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.13 The ADR practitioner was respectful to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.14 The ADR practitioner told me what I should agree to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.15 If the ADR practitioner met with me/my side separately (caucus), it was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.16 If an agreement was reached, it met my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.17 If an agreement was written, I understood it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.18 The ADR practitioner helped me consider whether the agreement was realistic for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.19 I would suggest this ADR process to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.20 I am glad ADR services are available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.21 Overall, I was satisfied with this ADR session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. General Questions

3.1 How did you hear about ADR? (Mark *all* that apply.)

☐ Word of mouth

☐ Family/friend

☐ Judge

☐ Lawyer

☐ Info from court

☐ District Court web site

☐ Video in court

☐ Other

3.2 This court uses two ADR processes to see if an agreement can be reached before trial. The session today was: (Mark one)

☐ Mediation

☐ Settlement Conference

☐ Not Sure

3.3 I am the:

☐ Plaintiff

☐ Defendant

3. General Questions [Continue]

3.4 Who suggested the possible solutions? (Mark *all* that apply.)

- ☐ I did ☐ The other side(s) ☐ The ADR practitioner
☐ The lawyers ☐ No solutions were suggested

3.5 We: (Mark *all* that apply.)

- ☐ Did *not* agree on any issues ☐ Agreed on *some* issues ☐ Agreed on *all* issues
☐ Agreed to continue for another session

3.6 Do you think this case went to ADR:

- ☐ Too early ☐ Right time ☐ Too late
☐ Don't know

3.7 The ADR practitioner told me what outcome(s) might occur if my case went to trial.

- ☐ Yes ☐ No ☐ Not sure

3.8 The ADR practitioner:

- ☐ Ended the session too soon ☐ Allowed the right amount of time ☐ Made the session too long

3.9 I came to this session because: (Mark *all* that apply.)

- ☐ My choice ☐ Judge recommended ☐ Judge ordered
☐ My attorney recommended ☐ Other

3.10 I would use this ADR process again:

- ☐ Yes ☐ No ☐ Not Sure

3.11 Please tell us why you checked Yes, No, or Not Sure.

3.12 What else would you like to tell us about your experience?

3.13 I would like to help the program improve, so I agree to be contacted to discuss my ADR experience. I understand that all of my case information and any discussions that occurred in the ADR process will remain confidential, even if I agree to be contacted.

- ☐ Yes ☐ No

3.14 If yes, please print your name and tell us when (day/evening) and how (phone #/email) to contact you.

4. Please provide the following information VOLUNTARILY. It is used for statistical purposes only.

4.1 Gender:

- ☐ Female ☐ Male

4.2 Age:

- ☐ 19 and under ☐ 20-29 ☐ 30-39
☐ 40-49 ☐ 50-59 ☐ 60+

4.3 Mark *all* that apply:

- ☐ Hispanic/Latino ☐ American Indian/Alaskan Native ☐ Asian
☐ Black/African American ☐ Native Hawaiian/Pacific Islander ☐ White

4.4 Education (highest level achieved):

- ☐ 1-8th grade ☐ High school/ GED ☐ 2-year college degree/professional certificate

4.5 Household income:

- ☐ 4-year degree ☐ Graduate degree
☐ Up to \$19,999 ☐ \$20,000-\$39,999 ☐ \$40,000-\$59,999
☐ \$60,000-\$79,999 ☐ \$80,000-\$99,999 ☐ \$100,000-\$149,999
☐ \$150,000-\$199,999 ☐ \$200,000+

4.6 Military status:

- ☐ Active military ☐ Military veteran ☐ N/A

4.7 Zip code:

CONFIDENTIAL ADR ATTORNEY SURVEY



Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ ☐ Black out the wrong answer and put an X in the correct box.

To improve our program, these results may be shared with the alternative dispute resolution (ADR) practitioner in the future; however, your name will remain confidential. Thank you for your feedback.

1. Questions

1.1 Trial date:

1.2 Case #:

1.3 ADR practitioner name or ID#:

If applicable, name or ID# of second ADR practitioner:

Strongly Disagree Disagree Neither Agree Strongly Agree

1.4 The ADR practitioner was attentive to my comments.

☐ ☐ ☐ ☐ ☐

1.5 The ADR practitioner helped clarify issues.

☐ ☐ ☐ ☐ ☐

1.6 The ADR practitioner maintained appropriate control over the session.

☐ ☐ ☐ ☐ ☐

1.7 The ADR practitioner pressured the parties to reach an agreement.

☐ ☐ ☐ ☐ ☐

1.8 I was satisfied with the pace of the session.

☐ ☐ ☐ ☐ ☐

1.9 The ADR practitioner advocated for a specific outcome.

☐ ☐ ☐ ☐ ☐

1.10 The ADR practitioner allowed the parties to develop their own outcome.

☐ ☐ ☐ ☐ ☐

1.11 Overall, I was satisfied with this ADR session.

☐ ☐ ☐ ☐ ☐

1.12 Overall, I was satisfied with the skills of the ADR practitioner.

☐ ☐ ☐ ☐ ☐

1.13 Overall, I was satisfied with the professionalism of the ADR practitioner.

☐ ☐ ☐ ☐ ☐1.14 In approximately how many disputes, before this one, have you participated in a **mediation**:☐ 0☐ 1-10☐ 11-25☐ 26-50☐ 51-100☐ 101+1.15 In approximately how many disputes, before this one, have you participated in a **settlement conference**:☐ 0☐ 1-25☐ 26-50☐ 51-75☐ 76-100☐ 101+

1.16 Today's session seemed like:

☐ Mediation☐ Settlement conference☐ Not sure

1.17 Was discovery requested in this case?

☐ No☐ Yes, but not started☐ Yes, and is ongoing☐ Yes, and has concluded☐ N/A

1.18 Do you think this case went to an ADR process:

☐ Too early☐ Right time☐ Too late☐ Don't know

1.19 Did the ADR practitioner need substantive knowledge related to the issues in this case?

☐ Yes☐ No☐ Not sure

1.20 Was ADR appropriate to resolve the issues of this case?

☐ Yes☐ No☐ Not sure

1.21 If no, what process would have been appropriate, and why?

1. Questions [Continue]

1.22 The parties: (Mark *all* that apply.)

- ☐ Did *not* agree on any issues
☐ Agreed to continue for another session

☐ Agreed on *some* issues☐ Agreed on *all* issues1.23 If this case was not completely resolved, **please mark all reasons** why you believe the case **was not** resolved:

- | | | |
|---|--|--|
| <input type="checkbox"/> My client wanted his/her day in court. | <input type="checkbox"/> The other side wanted his/her day in court. | <input type="checkbox"/> My client was unwilling to compromise. |
| <input type="checkbox"/> The other side was unwilling to compromise. | <input type="checkbox"/> Opposing counsel was not prepared. | <input type="checkbox"/> The ADR practitioner made it difficult to settle. |
| <input type="checkbox"/> My client refused to make a settlement proposal. | <input type="checkbox"/> The other side refused to make a settlement proposal. | <input type="checkbox"/> Continuing the ADR process was too expensive. |
| <input type="checkbox"/> There was not enough time to continue the process to a conclusion. | <input type="checkbox"/> Opposing counsel was not willing to compromise. | <input type="checkbox"/> I was not willing to compromise. |

☐ N/A

1.24 Other reason(s) not specified above:

1.25 If your case **was** completely resolved, did the final agreement include a clause to return to ADR if a problem arises?☐ Yes☐ No☐ N/A

1.26 Would you recommend this ADR process to other clients involved in a similar dispute?

☐ Never☐ Sometimes☐ Always

1.27 Why:

1.28 Did you encourage or discourage your client from participating in the current ADR process?

☐ Encourage☐ Discourage☐ Neither

1.29 Why:

1.30 I am the attorney for:

☐ Plaintiff☐ Defendant☐ Third party defendant☐ Counter plaintiff☐ Counter defendant

1.31 Who suggested the possible solutions? (Mark all that apply)

- | | | |
|------------------------------------|--|---|
| <input type="checkbox"/> My client | <input type="checkbox"/> The other side(s) | <input type="checkbox"/> The ADR practitioner |
| <input type="checkbox"/> I did | <input type="checkbox"/> No solutions were suggested | |

1.32 Any additional comments or suggestions:

1.33 I would like to help the program improve, so I agree to be contacted to discuss my ADR experience. I understand that all of my case information and any discussions that occurred in the ADR process will remain confidential, even if I agree to be contacted.

☐ Yes☐ No

1.34 If yes, please print your name and tell us when (day/evening) and how (phone #/email) to contact you.