

Assessment Services (Requester Questionnaire)

The U.S. Institute for Environmental Conflict Resolution (U.S. Institute) evaluates all of its services. As a part of this evaluation we ask the agency representatives who have requested U.S. Institute services to provide us with information about their experience. Your responses will be used to improve our programs and services. The average estimated reporting burden for this questionnaire is 5 minutes.

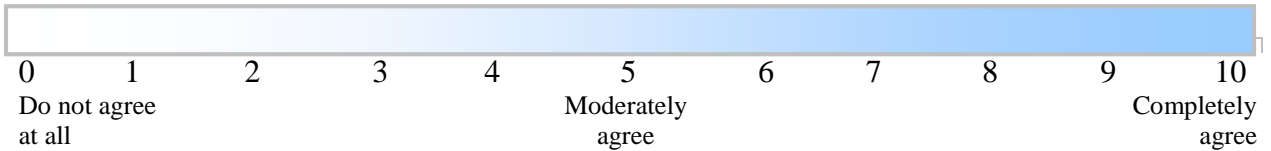
1. What prompted the request for consultation and upfront assessment services from the U.S. Institute?

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2. Briefly describe the services the U.S Institute provided?

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Rating Scale



3. Using the scale above, please rate the extent to which you agree with the following statement:

Rating	
—	The U.S. Institute’s services (including the contractor services, if applicable) helped us determine how best to proceed to solve this problem/resolve this conflict.

4. Using the scale from the previous page, please rate the extent to which you agree with the following statements about the consultation and assessment services provided by the U.S. Institute (including the work conducted by the contracted practitioner).

Rating

___	Key issues were explored.
___	Key issues were considered in the recommendations on how to proceed.
___	Input was sought from key parties to the situation/controversy.
___	I would use a situation/conflict assessment again for similar situations.

5. Please indicate your overall level of satisfaction with the U.S. Institute's services:

Totally Dissatisfied	Mostly Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Mostly Satisfied	Totally Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Please elaborate:</i></p> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>						

6. What are the anticipated benefits/impacts of the U.S. Institute's services?

7. If your work with the U.S. Institute were starting over again, what changes would you like to see happen?

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.