



MSPB Customer Survey: Mediation Appeals Program (MAP)

Introduction and Instructions

You were recently involved in an appeal filed with MSPB. Our records indicate that you participated in MSPB's Mediation Appeals Program (MAP) to resolve this case. We would like to get feedback from you about your experiences with MSPB's MAP program and mediation procedures. Your responses are confidential and will be reported in aggregate.

Mediation occurs only with the written consent of both parties, and is usually used to resolve initial appeals in the regional and field offices. MSPB assigns a trained mediator who assists the parties in resolving the case. The mediation process often, but not always, results in a "Settlement Agreement" that resolves the appeals and contains the terms agreed to by the parties. If a settlement agreement is not reached, then the Administrative Judge (or AJ) in the regional or field office adjudicates the appeal based on the merits of the case and issues a decision to resolve the appeal. We are interested in your feedback about the MAP program even if the mediation process did not result in a final settlement agreement.

The survey is voluntary, will take approximately 5-7 minutes to complete, and there is an opportunity to provide comments. Even though the survey is brief, you can save partial results by closing the browser, and return to finish the survey by clicking on the URL link in the invitation. You must be using the same computer to close and return to the survey. Once your responses are submitted, you will not be able to return to the survey.

Thank you in advance for participating in our survey. Your feedback will help us improve our MAP program.

Note, participation in the survey is not required to obtain a benefit, and participants should not respond to the survey unless a valid OMB control number is provided. The OMB Control Number for this survey is 3124-0012, approval expires 04/30/2019.



MSPB Customer Survey: Mediation Appeals Program (MAP)

General Questions

* 1. Considering the most recent MSPB appeal in which you were involved, and in which mediation (MAP) procedures were used, what was your role?

- Appellant with representation
- Appellant without other representation (Also known as a *pro se* Appellant)
- Appellant Representative (private attorney)
- Agency Representative
- Agency Authority (for decisions during mediation)
- Union Official or Representative
- Other (please specify)



MSPB Customer Survey: Mediation Appeals Program (MAP)

Questions about the Trained Mediator Assigned to the Case

* 2. Please indicate your level of agreement with the following statements about the trained MSPB mediator assigned to your case.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The mediator explained the mediation process thoroughly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator kept the process moving along	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator maintained neutrality (treated both parties fairly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator was professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator asked insightful questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator enhanced the negotiations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall the mediator demonstrated excellent mediation skills and abilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



MSPB Customer Survey: Mediation Appeals Program (MAP)

Questions about the Interactions with MSPB Employees Other than the Mediator

3. Please indicate your level of agreement with the following statements about your interactions with the MSPB employees, other than the trained mediator, during the mediation process. (If you did not interact with other MSPB employees during the meditation process, please answer Not Applicable.)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
Other MSPB employees treated me fairly during the mediation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other MSPB employees were professional during the mediation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other MSPB employees were responsive to inquiries and questions during the mediation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



MSPB Customer Survey: Mediation Appeals Program (MAP)

Questions about the MSPB Mediation Appeals Program (MAP)

* 4. Please indicate your level of agreement with the following statements about MSPB's Mediation Appeals Program (MAP) or the mediation process.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The mediation process helped me understand the other party's position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediation process helped the other party understand my position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time it took to participate in and complete the mediation process was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediation process helped resolve the dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would use MSPB's Mediation Appeals Program again (even if it did not result in a final settlement agreement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with MSPB's Mediation Appeals Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



MSPB Customer Survey: Mediation Appeals Program (MAP)

Questions about the Outcome of MAP procedures in this case

* 5. Was a final settlement agreement reached in this case?

- Yes
- No



MSPB Customer Survey: Mediation Appeals Program (MAP)

Questions about the Outcome of MAP Procedures in this Case

6. How satisfied were you with the final Settlement Agreement?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Vey Dissatisfied



MSPB Customer Survey: Mediation Appeals Program (MAP)

Comments about the Mediation Program or Procedures.

7. Do you have any comments that would improve the Mediation Appeals Program or procedures? (To preserve your confidentiality, please do not mention your name, your agency or other identifying information about the case.)



MSPB Customer Survey: Mediation Appeals Program (MAP)

Final Page of the Survey

This is the final page of the survey. If you want to go back and change a response, click "Prev" until you reach the question you want to change. Change your response, then click "Next" to go to the next question you want change, or until you get to this last page. If you are finished with the

survey, click "Done" to save your responses and exit the survey. Once you click "Done" you will not be able to return to the survey.

We appreciate your feedback!