

# Alternative Dispute Resolution (ADR) Program Survey: Non-Equal Employment Opportunity (EEO) ADR

## *Purpose of Survey*

The purpose of this survey is to allow employees, contractors, and applicants of the Consumer Financial Protection Bureau (Bureau) who have participated in the Alternative Dispute Resolution (ADR) Program to freely express their views with regard to the effectiveness of this program. This survey is conducted by the ADR Program in an effort to better understand any concerns or questions regarding ADR and how to improve it.

Your participation in this survey is completely voluntary. This survey should take less than 10 minutes.

Your responses and/or comments will remain anonymous. The ADR Program will not try and identify you nor will ADR distribute your individual responses or comments to anyone else (unless required to do so by law). ADR will only analyze all survey responses from all survey participants on a quarterly basis in order to improve the effectiveness of the process. Your responses and/or comments (or lack thereof) will not be made part of the relevant complaint file, or be used or considered in any way in any current or subsequent informal or formal EEO complaint (unless required by law).

Confidentiality is critical to the integrity and success of the ADR Program. All participants in ADR must keep everything said and done during ADR sessions completely confidential. In answering the questions in this survey or providing comments below, please be sure not to include any information about the substantive discussions or anything specific that occurred during any particular ADR session.

**If you need a reasonable accommodation to participate in or complete this survey, you can contact Bonita Manago in the Office of Human Capital at [bonita.manago@cfpb.gov](mailto:bonita.manago@cfpb.gov). If you have questions or concerns about the Bureau's reasonable accommodation policy or procedures, you can also contact the ADR Program at 202-435-9EEO, 1-855-233-0362, 202-435-9742 (TTY) or [CFPB\\_ADR@cfpb.gov](mailto:CFPB_ADR@cfpb.gov).**

## Privacy Notice

5 U.S.C. 552(a)(e)(3)

The information you provide through your responses as employees of the Consumer Financial Protection Bureau (Bureau) who have participated in the Alternative Dispute Resolution (ADR) Program will allow the ADR Program better understand any concerns or questions regarding ADR related matters and how to improve it.

The CFPB will not obtain or access personally identifiable information.

This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512.

Participation in this study is voluntary; you are not required to participate.

### **Paperwork Reduction Act Statement**

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and not withstanding any other provision of law a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0024. It expires on 11/30/2018. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to [CFPB\\_PRA@cfpb.gov](mailto:CFPB_PRA@cfpb.gov).

### **ADR Program – Requesting Employee**

This page will ask you specific questions about your experience as an individual who has participated in the Bureau's informal ADR process and who has elected to use the ADR Program to help resolve your matter. If you are not the individual who pursued ADR, please skip to the next question.

Confidentiality is critical to the integrity and success of the ADR Program. All participants in ADR must keep everything said and done during ADR sessions completely confidential. In answering the questions in this survey or providing comments below, please be sure not to include any information about the substantive discussions or anything specific that occurred during any particular ADR session.

#### *1. ADR Program – Requesting Employee*

**The ADR Program gave me sufficient information about the ADR process to enable me to make an informed decision about whether to select ADR to try to resolve my matter.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I freely and voluntarily decided to participate in the ADR Program.**

Strongly Agree  
Agree

Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The ADR Program personnel involved in arranging the ADR session(s) answered all of my questions about the program and process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I am satisfied with the time it took to schedule the date for the ADR session(s).**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**Before the ADR session, I had a chance to specify the particular matters I wanted addressed during the ADR session.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I participated in the ADR process in good faith.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The responding employee(s) who participated in the ADR process participated in good faith.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The responding employee who participated in the ADR process was/were the most appropriate official(s) to participate in the ADR session to facilitate a resolution of my matter.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The responding employee who participated in the ADR process came informed and prepared regarding the particular matters to be addressed during the mediation.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The ADR Professional or Mediator came informed and prepared for the mediation.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The ADR Professional or Mediator was impartial/unbiased.**

Strongly Agree  
Agree  
Neutral

Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The ADR Professional or Mediator was sufficiently knowledgeable about ADR.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The ADR Professional or Mediator was effective overall.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**During the mediation, I was allowed to fully express my concerns and perspectives.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The particular matters I wanted to address during the mediation were in fact raised and discussed thoroughly (even if they were not resolved).**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I did not feel any inappropriate pressure to resolve my matter during or after ADR session.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**Matters discussed during the mediation will remain confidential.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**Part or all of my matter was resolved as a result of the ADR process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I was satisfied with the result of the mediation.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I have confidence in the ADR Program.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**If you needed a reasonable accommodation (for disability-related reasons) to participate in the ADR Program: My request for a reasonable accommodation was promptly and adequately handled.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

*2. If dissatisfied with the results of ADR, explain why. Check all that apply.*

- The responding employee did not offer any remedy to me.
- The responding employee did not offer me the remedy I requested.
- The responding employee offered me only part of the remedy I requested.
- The ADR Professional or Mediator did not do a good job controlling the conversation.
- The responding employee was not prepared to respond to the concerns I raised.
- Other: Please Explain:

### **ADR Program – Responding Employee**

This page will ask you specific questions about your experience as a responding employee who has participated in the ADR Program to help resolve a matter. If you were not a responding employee who participated in a recent mediation, please skip to the next question.

**Confidentiality is critical to the integrity and success of the ADR Program. All participants in ADR must keep everything said and done during mediation sessions completely confidential. In answering the questions in this survey or providing comments below, please be sure not to include any information about the substantive discussions or anything specific that occurred during any particular mediation.**

*3. ADR Program – Responding Employee*

**The ADR Program personnel involved in arranging the ADR session(s) answered all of my questions about the program and process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I am satisfied with the time it took to schedule the date for the ADR session(s).**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**Before the mediation, I had a chance to specify the particular matters I wanted addressed during the mediation.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I participated in the ADR process in good faith.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The requesting employee who participated in the ADR process participated in good faith.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The ADR Professional or Mediator came informed and prepared regarding the particular matters to be addressed during the mediation.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:



**The ADR Professional or Mediator was impartial/unbiased.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The ADR Professional or Mediator was sufficiently knowledgeable about ADR.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**The ADR Professional or Mediator was effective overall.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

During the mediation, I was allowed to fully express my concerns and perspectives.

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

The particular matters I wanted to address during the mediation were in fact raised and discussed thoroughly (even if they were not resolved).

Strongly Agree  
Agree  
Neutral

Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I did not feel any inappropriate pressure to settle the matter during or after the mediation.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

Matters discussed during the mediation will remain confidential.

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**Part or all of the matter was resolved as a result of the ADR session(s).**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I was satisfied with the result of the ADR session.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**I have confidence in the ADR program.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**If you needed a reasonable accommodation (for disability-related reasons) to participate in the ADR Program: My request for a reasonable accommodation was promptly and adequately handled.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree

Provide suggestions on how the ADR Program may be more efficient and achieve better results:

**Thank you for taking the time to fill out this survey!**

**The responses that you have provided will be extremely helpful in ensuring that the ADR Program is providing the best service possible.**

**Your responses and/or comments will remain anonymous. The ADR Program will not distribute your individual responses or comments to anyone else (unless required to do so by law). Your responses and/or comments (or lack thereof) will not be made part of the relevant file, or be used or considered in any subsequent proceeding (unless required by law).**