

Assessment Services - Requester Questionnaire

OMB Number: 3320-0003

Approval Expiry Date: 02/28/2015

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.

Base Survey: Assessment Services - Requester Questionnaire

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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3. Using the scale below, please rate your agreement with the following statement:

3a. 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.

0 - Do not agree at all 5 - Moderately agree 10 - Completely agree

A horizontal scale bar with a light gray background and a darker gray track. The bar starts at the left edge of the input area and extends to the right edge of the input area.

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4. Using the scale provided, 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).:

4a. Key issues were explored.

0 - Do not agree at all 5 - Moderately agree 10 - Completely agree

4b. Key issues were considered in the recommendations on how to proceed.

0 - Do not agree at all 5 - Moderately agree 10 - Completely agree

4c. Input was sought from key parties to the situation/controversy.

0 - Do not agree at all 5 - Moderately agree 10 - Completely agree

4d. I would use a situation/conflict assessment again for similar situations.

0 - Do not agree at all 5 - Moderately agree 10 - Completely agree

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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

Please elaborate:

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

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

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THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.