**Nuclear Regulatory Commission**

**Office of Enforcement’s Alternative Dispute Resolution (ADR) Program**

**Participant Satisfaction Survey**

You have been invited to complete the "USNRC Office Enforcement ADR Program Participant Satisfaction Survey”. The Office of Enforcement strives to provide quality experiences for our program participants and stakeholders. By completing and submitting this feedback form, you provide valuable insights that may enhance the experience for future ADR program participants.

Please return your completed survey to the NRC Office of Enforcement’s ADR Program, OEADR.Resource@nrc.gov.

*Questions? Please contact Nicole Coleman, 301-287-9007*

**Demographics and general information.**

1. Select the point in the process that you entered into ADR.

[ ]  Early ADR

[ ]  Enforcement ADR (Prior to a predecisional enforcement conference)

[ ]  Enforcement ADR (After issuance of enforcement action)

1. What was your role in this case?

[ ]  Alleger

[ ]  NRC Licensee (current/former/prospective)

[ ]  NRC Licensee Contractor (current/former/prospective)

[ ]  Legal Counsel for Alleger

[ ]  Legal Counsel for NRC Licensee/Contractor

[ ]  NRC employee

[ ]  Other (Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

1. If you are an alleger, were you represented by legal counsel? [ ]  YES [ ]  NO [ ]  N/A
2. Have you participated in mediations prior to this one? [ ]  YES [ ]  NO
3. This case: [ ]  Settled [ ]  Did not settle

**OMB NO. 3150-0217 EXPIRES: 8/31/2027**

The estimated burden to respond to this voluntary information collection is 5 minutes. The information provided will be used to determine areas of improvement for the ADR program. If a means used to impose an information collection does not display a currently valid OMB control number, the NRC may not conduct or sponsor, and a person not required to respond to, the information collection.

1. How satisfied were you with: **(CHECK APPROPRIATE BOX)**

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| **CASE MANAGEMENT PROCESS** |
|   | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| The case was resolved in a reasonable amount of time. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| The case was administered and scheduled in an effective way. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| The amount of aid and respect given by the program administrator. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| The program administrator’s performance overall. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| **MEDIATOR’S PERFORMANCE** |
|  | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| The mediator remained neutral and impartial throughout the process. |[ ] [ ] [ ] [ ] [ ]
| The mediator was knowledgeable about the ADR Program and associated expectations. |[ ] [ ] [ ] [ ] [ ]
| The Cornell University program administrator (intake neutral) provided an adequate amount of assistance during the processing of the case. |[ ] [ ] [ ] [ ] [ ]
| The Cornell University program administrator’s (intake neutral) overall performance was satisfactory. |[ ] [ ] [ ] [ ] [ ]
| **MEDIATION SESSION AND PROCESS** |
|  | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree |
| There was enough information available to me about the ADR programs for me to make a decision on my participation.  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| I am satisfied with the resolution of the case. If not, why not? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| The mediation process was fair. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| There were several opportunities for me to share my views on the matter. | [ ]  | [ ]  |[ ] [ ] [ ]
| I would use the USNRC ADR Program mediation process again. |[ ] [ ] [ ] [ ] [ ]
|  |  |  |  |  |  |

1. What other resources would you like to have made available to support future ADR mediations?

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1. If you are not satisfied with the resolution of your case, why not?

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1. What can the USNRC do to enhance your ADR Program experience? Include suggestions to improve any aspect of the program, including mediator, intake neutral and overall program performance.

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