

**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)

2. What was your role in this case?
 - Allegor
 - NRC Licensee (current/former/prospective)
 - NRC Licensee Contractor (current/former/prospective)
 - Legal Counsel for Allegor
 - Legal Counsel for NRC Licensee/Contractor
 - NRC employee
 - Other (Please specify: _____)

3. If you are an allegor, were you represented by legal counsel? YES NO N/A

4. Have you participated in mediations prior to this one? YES NO

5. 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.

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

CASE MANAGEMENT PROCESS

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The case was resolved in a reasonable amount of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The case was administered and scheduled in an effective way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of aid and respect given by the program administrator.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The program administrator's performance overall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MEDIATOR'S PERFORMANCE

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The mediator remained neutral and impartial throughout the process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The mediator was knowledgeable about the ADR Program and associated expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Cornell University program administrator (intake neutral) provided an adequate amount of assistance during the processing of the case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Cornell University program administrator's (intake neutral) overall performance was satisfactory.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the resolution of the case. If not, why not?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The mediation process was fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There were several opportunities for me to share my views on the matter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would use the USNRC ADR Program mediation process again.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

9. 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.