

# ADR Program Participant Satisfaction Survey

USNRC Office of Enforcement ADR Program

## Demographics and General Information

Q1. Select the point in the process that you entered into ADR.

- Early
- EnforcementADR (Prior to a predecisional enforcement conference)
- EnforcementADR (After issuance of enforcement action)

Q2. 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 NRCLicensee/Contractor
- NRC employee
- Other

Q3. If you are an allegor, were you represented by legal counsel?

- Yes
- No
- N/A

Q4. Have you participated in mediations prior to this one?

- Yes
- No

Q5. This case:

- Settled
- Did not settle

**Q6. 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The case was administered and scheduled in an effective way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Cornell University program administrator (intake neutral) provided an adequate amount of assistance during the processing of the case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Cornell University program administrator's (intake neutral) overall performance was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q7. Mediator's Performance**

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The mediator remained neutral and impartial throughout the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator was knowledgeable about the ADR Program and associated expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator's overall performance was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator exhibited skills to assist the parties during the mediation session.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q8. 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the resolution of the case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediation process was fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There were several opportunities for me to share my views on the matter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would use the USNRC ADR Program mediation process again.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q9. What other resources would you like to have made available to support future ADR mediations?**

Type here...

**Q10. If you are not satisfied with the resolution of your case, why not?**

Type here...

**Q11. 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.**

Type here...

OMB NO. XXXXXXXX

EXPIRES: XXXXXXXX

The estimated burden to respond to this voluntary information collection is XX 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.