

Mediation Services Participant Questionnaire (Agreement Seeking)

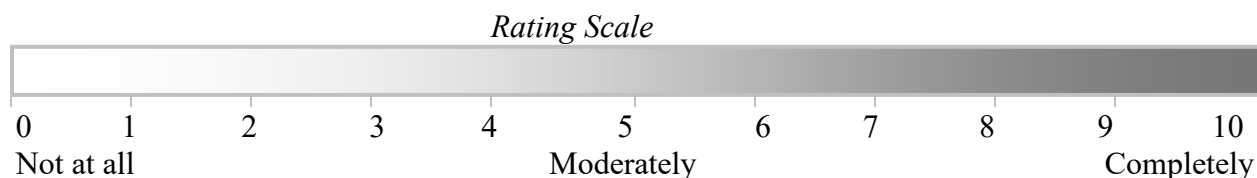
The John S. McCain III National Center for Environmental Conflict Resolution (National Center) evaluates all of its services. As a part of this evaluation, we ask the various participants who have been involved in this project to provide us with information about their experience. Your responses will be used to improve our programs and services. The average estimated reporting burden for this questionnaire is 18 minutes. This estimate includes time for reviewing the instructions, gathering the data needed, and completing and reviewing the questionnaire. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the National Center. Please note your responses to this questionnaire are confidential. The identity of individual respondents is not recorded. Moreover, the National Center will not report information from this evaluation in a way that respondents or their organizations can be identified.

- 1. Please indicate the extent to which agreement was reached.** TO ANSWER THIS QUESTION, THINK ABOUT WHAT IT WAS THAT THE GROUP WAS CHARGED TO COME UP WITH AT THE END OF THIS COLLABORATIVE PROCESS.

The term “**AGREEMENT**” applies to the written or unwritten agreement reached by participants in the process, including plans, proposals/recommendations, procedures, collaborative decisions to work together and settlements.

Check only one

☐	Agreement reached on <u>all</u> key issues	Use the space below if you would like to elaborate on your response:
☐	Agreement on <u>most</u> key issues	
☐	Agreement on <u>some</u> key issues	
☐	No agreement on any key issues, but progress was made towards addressing the issues or resolving the conflict.	
☐	No agreement, we ended the process without making much progress.	



2. Using the scale above, rate the following statements regarding the agreement (as referred to in #1).

☐ PLEASE CHECK HERE IF NOT APPLICABLE (I.E., NO AGREEMENT WAS REACHED)
OTHERWISE, PLEASE RATE THE FOLLOWING.

Rating

—	a. The extent to which you feel that the agreement reached takes account of your key interests.
—	b. The extent to which the agreement reached will effectively solve the problem/resolve the conflict.
—	c. The extent to which you are confident the agreement can be implemented.

3. If an assisted collaborative process had not been used, what would have been the most likely approach to working to address this issue(s)?

Check only one

☐	a. Unassisted negotiation
☐	b. Judicial settlement conference
☐	c. Litigation
☐	d. Lobbying or working to achieve legislative action
☐	e. Rulemaking
☐	f. Arbitration
☐	g. Administrative proceeding (e.g., agency appeals process, contested process hearing, agency order)
☐	h. Wait for a better time to take action.
☐	i. Don't know
☐	j. Other (PLEASE SPECIFY) _____

4. Please consider how the collaborative process you completed compares with the alternative that you identified in the previous question. Select the option that reflects your best estimate of the costs of the collaborative process compared to the alternative.

Check
only one

☐	The collaborative process was <i>likely</i> less expensive
☐	The collaborative process was <i>likely</i> more expensive
☐	The costs of the collaborative process were <i>likely</i> about the same as the costs of the alternative

5. Were the benefits from the process worth the time and money you/your organization invested?

Check only one

☐	Yes
☐	No
☐	Don't Know

6. Using the scale from the previous page, how do you think the collaborative process you completed would compare with the alternative that you selected in the question 3?

☐ Check here if "Not Applicable" (i.e., I selected "Don't Know" for question 3)

Rating

_____	a. The results of the collaborative process <i>better</i> served my interests.
_____	b. The results of the collaborative process are <i>less likely</i> to be challenged.
_____	c. The participants are <i>more likely</i> to be able to work together in the future on matters related to this case or project.
_____	d. The collaborative process we participated in <i>more effectively</i> addressed the issues or resolved the conflict.
_____	e. The collaborative process we participated in led or will lead to a <i>more informed</i> public action / decision.

Rating Scale

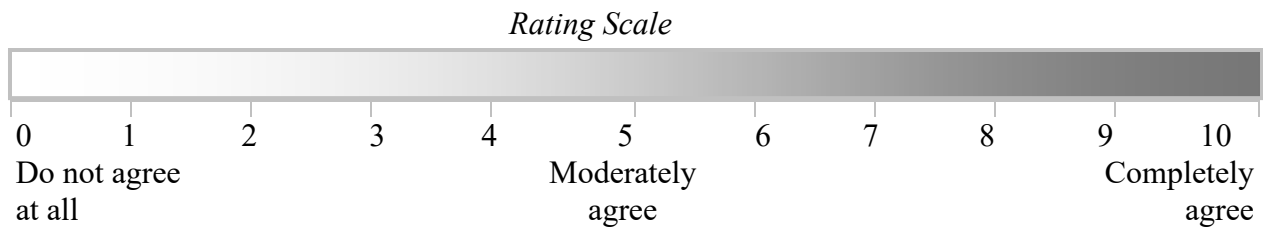


7. Using the scale at the top of the page, please rate the extent to which the following conditions were in place (1) when the process began and (2) as a result of the process.

	<u>Before the process began</u> <i>Rating</i>	<u>As a result of the process</u> <i>Rating</i>
a. The participants were able to work together cooperatively. ☐ Check if don't know	_____	_____
b. The participants trusted each other. ☐ Check if don't know	_____	_____
c. The other parties had legitimate interests that needed to be addressed.	_____	_____

8. Please identify the key factors important to your decision whether to participate in this facilitated/mediated process.

Check the Most Important	Check the Second Most Important	
☐	☐	a. Ability to have confidential discussions
☐	☐	b. Fairness of process
☐	☐	c. Necessary parties would participate
☐	☐	d. Sufficient trust of other parties
☐	☐	e. Prospects for reaching agreement
☐	☐	f. Initial conversations (sometimes called situation or conflict assessments) with a process facilitator/mediator
☐	☐	g. A change in factors outside my control (e.g., court order, agency decision) Please specify: _____
☐	☐	h. Other, please specify: _____



9. Using the above scale, please rate your level of agreement with the following:

Rating

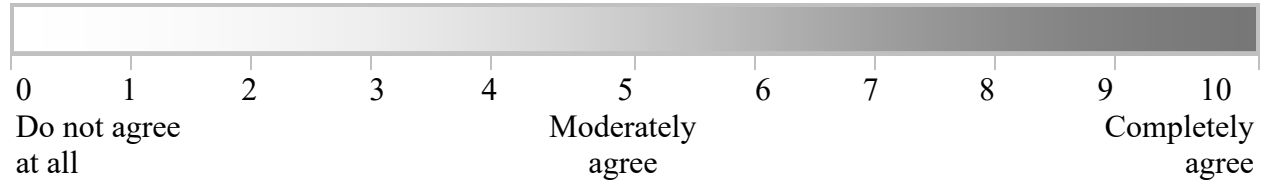
_____	a. I had the resources (e.g., time, money) needed to participate effectively in the process.
_____	b. The participants, as a group, felt they were appropriately engaged in designing the process. ☐ Check if “Don’t Know” or “Not Applicable”
_____	c. I was involved as needed in selecting the mediator(s)/facilitator(s). ☐ Check if “Not Applicable”
_____	d. As a result of early conversations with the mediator/facilitator we were able to make an informed decision on whether a collaborative process could help us meet our goals. ☐ Check if Not Applicable
_____	e. The participants, as a group, represented all affected concerns.
_____	f. The participants had sufficient authority to make commitments on behalf of their organizations.
_____	g. The participants continued to be engaged as long as their involvement was needed.
_____	h. The process helped you gain a better understanding of the other participants’ views and perspectives.
_____	i. The process helped you identify and focus on the key issues that had to be addressed.
_____	j. The participants, as a group, sought options or solutions that met the common needs of all participants.
_____	k. The process enabled participants to be civil to each other.

10. Using the scale above, please rate your level of agreement with the following:

Rating

_____	a. I had sufficient access to relevant information I needed in order to participate effectively in this collaborative process.
_____	b. Information technology tools were effectively used (e.g., a project web site was used to share information, spatial analysis and decision support tools were used). ☐ Check if Not Applicable
_____	c. I gained useful information as a result of participation in the process.
_____	d. The quality of the information used was sufficient to support the group’s discussions and decision making.

Rating Scale



11. Using the scale above, please rate the following for each of the mediators/facilitators involved in this process:

Please identify each mediator/facilitator by placing their initials in the space provided, and then rate each statement for each mediator/facilitator. Please use the margins to rate additional mediators/facilitators if needed.

Initials of Mediator(s) /			Mediator/Facilitator Skills and Practices
1. ____	2. ____	3. ____	
<i>Ratings</i>			
____	____	____	a. The mediator/facilitator kept us on track and helped us find ways to move forward constructively.
____	____	____	b. The mediator/facilitator helped us manage technical discussions efficiently. ☐ <i>Check if Not Applicable</i>
____	____	____	c. The mediator/facilitator dealt with all participants in a fair & unbiased manner, and made sure that no one dominated the process.
____	____	____	d. I trusted the mediator/facilitator.
____	____	____	e. I was comfortable with the level of confidentiality in my discussions with the mediator/facilitator. ☐ <i>Check if Not Applicable</i>
____	____	____	f. The mediator/facilitator made sure that my views and perspectives were considered in the process.
____	____	____	g. The mediator/facilitator helped the participants test the practicality of the options under discussion.
____	____	____	h. The mediator/facilitator was helpful in documenting our work. ☐ <i>Check if Not Applicable (e.g. no agreement)</i>
____	____	____	i. On reflection, this was the right mediator/facilitator to guide the process.

12. Using the scale from the prior page, please rate your agreement with the following statement.

Rating

_____	a. I had communication with the mediator/facilitator that did not include all parties, and helped me resolve an issue important for advancing the process. ☐ <i>Check if Not Applicable</i>
If yes, please elaborate on how the communication contributed to advancing the process: _____ _____	

13. Using the scale from the prior page, please rate your agreement with the following statements:

Rating

_____	a. I would recommend this type of process to colleagues in a similar situation.
_____	b. We could not have progressed as far using any other approach of which I am aware.
_____	c. The group could not have progressed as far without the help of a mediator/facilitator.

14. Overall, what did this collaborative process accomplish?

Check the Most Important	Check the Second Most Important	
☐	☐	a. A potentially costly or divisive dispute was likely avoided.
☐	☐	b. An impasse (stalemate) was broken.
☐	☐	c. A crisis was likely averted.
☐	☐	d. Conflict didn't escalate.
☐	☐	e. Costly or protracted litigation was likely avoided.
☐	☐	f. Relationships among parties in this process were improved.
☐	☐	g. The process resulted in timely decisions and outcomes.
☐	☐	h. Nothing was accomplished.
☐	☐	i. The process made the issues or dispute worse.

- 15. From your perspective, what will be the effects of the progress made (e.g., impacts or benefits)? PLEASE RANK THE MOST IMPORTANT EFFECTS (E.G., 1ST MOST IMPORTANT, 2ND MOST IMPORTANT). PLEASE ALSO BRIEFLY DESCRIBE THE EFFECTS.**

Rank all that apply	<i>Briefly describe the effects of the progress made:</i>	
☐	Natural resources and environmental conditions	
☐	Historic and cultural resources	
☐	Community and social conditions	
☐	Economic conditions	
☐	Recreational uses	
☐	Other	

- 16. What is your top suggestion on how this collaborative process could have been improved?**
PLEASE WRITE "NONE" IF YOU FEEL THIS PROCESS COULD NOT HAVE BEEN IMPROVED.

17. Which category best describes the interest or organization you represented in this process?

CHECK THE MOST APPROPRIATE BOX ONLY.

☐	a. Federal Government
☐	b. State Government
☐	c. Local/County/Regional Government
☐	d. Tribal Government
☐	e. Environmental/Conservation
☐	f. Recreational
☐	g. Industrial/Resource Extraction
☐	h. Business/Commercial
☐	i. Community or Private Citizen (e.g., neighborhood association, local resident)
☐	j. Special Advocacy Interests (Please specify): _____
☐	k. Other (Please specify): _____

18. Please use the space below for any additional comments you would like to make.

PERSONS WITH DISABILITIES WHO REQUIRE ALTERNATIVE MEANS FOR
COMMUNICATION OF PROGRAM EVALUATION INFORMATION SHOULD CONTACT
THE NATIONAL CENTER AT (520) 901-8544.