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|  | **U.S. Office of Special Counsel**Mediation Survey |  |

Thank you for participating in our survey. Your feedback is important.

**For the purpose of this survey, the word “mediation” refers to all interactions with the OSC ADR Unit.**

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| Explanation of Mediation |

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| 1. After the **mediator(s)** explained the stages of an OSC mediation, I understood how the processwould work.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |

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| Confidentiality |

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| 2. I understood that **I** could not share what was discussed during the mediation process with people who were not part of the mediation.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 3. I trusted the **mediator(s)** would not share what was discussed during the mediation process with people who were not part of the mediation.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |
| 4. I trusted the **other side** would not share what was discussed during the mediation process with people who were not part of the mediation.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |  |

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| Mediation Process |

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| 5. I felt heard by the **mediator(s)**.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 6. I felt heard by the **other side**.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |

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| 7. The length of time from the start to the end of the mediation process was:[ ]  Too long[ ]  Just right[ ]  Too short[ ]  N/A |  |
| Self-Determination |

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| 8. I felt unfairly pressured by the **mediator(s)** to settle.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 9. I felt unfairly pressured by someone other than the mediator(s) to settle.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |
| If you answered yes to Question 8 or 9, please explain who pressured you and what they did to make you feel pressured. |
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| Impartiality |

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| 10. After the role of the mediator(s) was explained to me, I expected the mediator(s) to:[ ]  Side with me[ ]  Side against me[ ]  Side with no one[ ]  N/A | 11. During the mediation, the mediator(s) appeared to be:[ ]  On my side[ ]  On the other side[ ]  On no one’s side[ ]  N/A |
| Resource Considerations |

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| 12. I believe the mediation process in total took less time than investigation and prosecution.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  Don’t Know or N/A |  |
| 13. I believe I spent less time preparing and engaging in the mediation process than investigation and prosecution.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  Don’t Know or N/A | 14. I believe the mediation cost less money than the other available alternatives. [ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  Don’t Know or N/A |

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| If yes, specify how many hours you saved.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | If yes, specify how many dollars you saved.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| Competence |

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| 15. The mediator(s) understood the issues of the case.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 16. The mediator(s) appeared to have a working knowledge of the relevant law.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |
| 17. The mediator(s) understood **my** interests and priorities.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 18. The mediator(s) understood the **other side’s**interests and priorities.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |
| 19. The mediator(s) helped **me** think about different ways to resolve the issues of the case.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 20. The mediator(s) acted in a professional way.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |
| Conflicts of Interest |

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| 21. The mediator(s) and/or someone who was part of the mediation had a conflict of interest. | If yes, please explain why you believe there was a conflict of interest. |
| [ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |       |

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| Resolution |

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| 22. My case settled.[ ]  Yes[ ]  No[ ]  N/A[ ]  Don’t Know |  |

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| If your case **SETTLED**, please answer the following questions: | If your case **DID NOT SETTLE**, please answer the following questions: |
| 23. The **mediator(s)**played a positive role in reaching an agreement.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 23. The **mediator(s)** played a positive role in trying to reach an agreement.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |
| 24. The **Subject Matter Expert** **(SME)** played a positive role in reaching an agreement.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 24. The **Subject Matter Expert** **(SME)** played a positive role in trying to reach an agreement.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |
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| If any other factor(s) played a role in reaching an agreement, please explain your answer.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_25. I understood the terms of the settlement.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A26. The settlement was fair.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 25. I found it difficult to reach an agreement because the **other side** was unwilling to compromise.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A26. I found it difficult to reach an agreement because **I** was unwilling to compromise.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/AIf any other factor(s) made it difficult to reach an agreement, please explain your answer.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| Open Feedback |

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| 27. What did the **mediator(s)** do well? | 28. How could the **mediator(s)** improve? |
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| 29. Is there anything else that you would like to tell us about your mediation experience? |  |

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| Demographics and Past Mediation Experience |

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| 30. I am a(n):[ ]  Complainant[ ]  Attorney for complainant[ ]  Agency representative[ ]  Attorney for agency[ ]  Other | 31. I have gone through mediation at least once before.[ ]  Yes[ ]  No[ ]  Don’t Know |
| Advancement of Mediation |

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| 32. I am glad mediation services are available at OSC.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A | 33. I would recommend OSC mediation to a colleague or friend.[ ]  Agree Strongly[ ]  Agree Somewhat[ ]  Neither[ ]  Disagree Somewhat[ ]  Disagree Strongly [ ]  N/A |
|  | If no, please explain your answer: |
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| 34. I am willing to answer a four-question survey in about six months to follow up on my post-mediation experience. |  |
| [ ]  Yes[ ]  NoIf yes, please provide the email address that we should use to contact you in about six months for the follow-up survey. |  |
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