



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.

Explanation of Mediation

1. After the **mediator(s)** explained the stages of an OSC mediation, I understood how the process would work.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Neither
- ☐ Disagree Somewhat
- ☐ Disagree Strongly
- ☐ N/A

Confidentiality

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

Mediation Process

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

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

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.

Impartiality

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

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

If yes, specify how many hours you saved.

If yes, specify how many dollars you saved.

Competence

15. The mediator(s) understood the issues of the case.

- ☐ 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

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

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

18. The mediator(s) understood the **other side's** interests and priorities.

- ☐ 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

21. The mediator(s) and/or someone who was part of the mediation had a conflict of interest.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Neither
- ☐ Disagree Somewhat
- ☐ Disagree Strongly
- ☐ N/A

If yes, please explain why you believe there was a conflict of interest.

Resolution

22. My case settled.

- ☐ Yes
- ☐ No
- ☐ N/A
- ☐ Don't Know

If your case **SETTLED**, 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

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

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/A

26. The settlement was fair.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Neither
- ☐ Disagree Somewhat
- ☐ Disagree Strongly
- ☐ N/A

If your case **DID NOT SETTLE**, please answer the following questions:

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 trying to reach an agreement.

- ☐ 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/A

26. I found it difficult to reach an agreement because **I** was unwilling to compromise.

- ☐ Agree Strongly
- ☐ Agree Somewhat
- ☐ Neither
- ☐ Disagree Somewhat
- ☐ Disagree Strongly
- ☐ N/A

If any other factor(s) made it difficult to reach an agreement, please explain your answer.

Open Feedback

27. What did the **mediator(s)** do well?

28. How could the **mediator(s)** improve?

29. Is there anything else that you would like to

tell us about your mediation experience?

Demographics and Past Mediation Experience

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

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:

34. I am willing to answer a four-question survey in about six months to follow up on my post-mediation experience.

- ☐ Yes
- ☐ No

If yes, please provide the email address that we should use to contact you in about six months for the follow-up survey.