



VA-EMP USER SATISFACTION SURVEY

To find ways to assess and improve the VA-Early Mediation Program (VA-EMP), individuals who have participated in the program are requested to complete this questionnaire. Your assistance is voluntary, but will help us with making improvements! Please return the questionnaire to the VA-EMP Program (09), 810 Vermont Avenue, NW, Washington, DC 20420.

Type(s) of problems mediated:

- Discrimination
- Reprisal
- Harassment/Conduct-related adverse action
- Performance-related adverse action
- Non-promotion
- Non-selection
- Pre-formal action
- EEO Counseling
- Formal EEO Complaint
- Grievance
- MSPB
- FLRA
- Other (please describe):

Describe the type of settlement that resulted from the mediation process.

- Complete Agreement/settlement
- Partial agreement/settlement
- No agreement/settlement
- Cancelled
- Settlement prior to mediation
- Other (please explain)

Please describe any other impacts or benefits that you felt resulted from the mediation process. Examples might include relationships repaired, communication enhanced, office productivity enhanced, money saved, etc.

Were you satisfied with the process?

- Yes
 No

Please provide any comments:

Would you use mediation again?

- Yes
 No

Please provide any comments:

Is there anything that you think should be done to improve the VA-EMP?

- Yes
 No

Please provide any comments:

Please rate the following items on a scale of 1 to 5 by circling the number that represents your choice:

- 1 = strongly disagree**
2 = somewhat disagree
3 = neither agree or disagree

4 = somewhat agree

5 = strongly agree

N = don't know or are unable to determine

a. The mediation process was impartial.	1	2	3	4
b. The right parties were at the table.	1	2	3	4
c. Both sides negotiated in good faith.	1	2	3	4
d. Mediation was appropriate for this matter.	1	2	3	4
e. You were able to fully present your case.	1	2	3	4
f. The mediator helped create a positive atmosphere.	1	2	3	4
g. The mediator helped create realistic options for settling the matter.	1	2	3	4
h. The mediator was impartial.	1	2	3	4
i. The mediator participated the right amount.	1	2	3	4
j. The mediator listened well.	1	2	3	4
k. The mediator helped clarify the key issues of the parties	1	2	3	4
l. The mediator explained the process well.	1	2	3	4

m. The mediator was fair.	1	2	3	4
n. The mediator was effective.	1	2	3	4

If this was a co-mediation, was it beneficial to have two mediators?

- Yes
- No

Please provide any comments:

Please provide any other comments you may have on any other aspects of the mediation process:

(Optional) For purposes of this mediation, please indicate whether you were a:

- Requestor.
- Individual who assisted Requestor.
- Responding Person/Party.
- Individual who assisted Responding Person/Party.

Thank you for taking the time to complete this questionnaire, it will help us to improve the VA-EMP. Please return the completed survey to the VA-EMP Program (09), 810 Vermont Avenue, NW, Washington, DC 20420.