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DEPARTMENT OF VETERANS AFFAIRS

VISN X MEDIATION PROGRAM USER SATISFACTION SURVEY

To find ways to assess and improve the VISN X Mediation Program, persons who have participated in the Program are requested to complete this questionnaire. Your assistance is voluntary, but will help us with making the necessary improvements! Please return the questionnaire to the appropriate local management official designated to coordinating mediation requests, or mail to: VISN X Mediation Program Survey Results, Office of Regional Counsel Region 23 (318/02), 251 N. Main Street, Winston-Salem, NC 27155.

1. VA facility: _____
2. Name of matter: _____
3. Type(s) of issues: _____
4. Describe the type of settlement that resulted from the mediation process.
 Full settlement of all issues
 No settlement of any issues
 Partial settlement of the issues
5. 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.

6. Were you satisfied with the process?

Yes

No

Please provide any comments:

7. Would you use mediation again?

Yes

No

Please provide any comments:

8. Is there anything that you think should be done to improve the VISN X mediation Program?

Yes

No

Please provide any comments:

9. 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 | 5 | N |
| b. The right parties were at the table. | 1 | 2 | 3 | 4 | 5 | N |
| c. Both sides negotiated in good faith. | 1 | 2 | 3 | 4 | 5 | N |
| d. Mediation was appropriate for this matter. | 1 | 2 | 3 | 4 | 5 | N |
| e. You were able to fully present your case. | 1 | 2 | 3 | 4 | 5 | N |
| f. The mediator helped create a positive atmosphere. | 1 | 2 | 3 | 4 | 5 | N |
| g. The mediator helped create realistic options for settling the matter. | 1 | 2 | 3 | 4 | 5 | N |
| h. The mediator was impartial. | 1 | 2 | 3 | 4 | 5 | N |
| i. The mediator participated the right amount. | 1 | 2 | 3 | 4 | 5 | N |
| j. The mediator listened well. | 1 | 2 | 3 | 4 | 5 | N |
| i. The mediator helped clarify the key issues of the parties. | 1 | 2 | 3 | 4 | 5 | N |
| k. The mediator explained the process well. | 1 | 2 | 3 | 4 | 5 | N |
| l. The mediator was fair. | 1 | 2 | 3 | 4 | 5 | N |
| m. The mediator was effective. | 1 | 2 | 3 | 4 | 5 | N |

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

____ Yes

____ No

Please provide any comments:

11. Please provide any other comments:

Thank you for taking the time to complete this questionnaire. Please return it to the appropriate local management official designated to coordinating mediation requests, or mail to: VISN X Mediation Program Survey Results, Office of Regional Counsel Region xx (xxx/02), xxx Main Street, Anywhere.