

TO BE RETURNED TO SHARED NEUTRALS

USER SURVEY

Shared Neutrals: A Federal Interagency Collaborative Effort in Support of ADR

INSTRUCTIONS FOR PARTIES: PLEASE COMPLETE AND RETURN TO SHARED NEUTRALS VIA EMAIL TO sharedneutrals@fmcs.gov. **YOUR RESPONSES WILL BE USED FOR EVALUATION PURPOSES.**

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|---|
| Shared Neutrals Case #: Requesting Agency: |
|---|

AGENCY Coordinator:

MEDIATION DATE:

LEAD MEDIATOR:

CO-MEDIATOR:

Position: Employee [] Management [] Representative []

Mediation Outcome: Resolved [] Not Resolved [] Other:

YOUR FEEDBACK IS IMPORTANT; IT TELLS US HOW WE ARE SERVING YOU.

The mediators clearly explained the mediation process.

Strongly Disagree Disagree Neutral Agree Strongly Agree

The mediators listened to you, and were impartial.

Strongly Disagree Disagree Neutral Agree Strongly Agree

The mediation improved your understanding of the issues.

Strongly Disagree Disagree Neutral Agree Strongly Agree

You were satisfied with the outcome of the mediation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

You were able to make decisions for yourself during mediation.

Strongly Disagree Disagree Neutral Agree Strongly Agree

You would use mediation again in the future.

Strongly Disagree Disagree Neutral Agree Strongly Agree

It was helpful to have a mediator from another federal agency.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Any additional comments?

Do you want your comments kept confidential? Yes [] No []

Thank you for your support!

