

Your Name: _____
 Case Name: _____
 Mediator: _____



Post-Mediation Evaluation

Please circle the number that most closely represents your experience: *Poor Somewhat Helpful Good Excellent*

Please evaluate your experience with your mediation: 1 2 3 4 5 6 7 8 9 10

The mediation ended in: _____ Full Agreement _____ Partial Agreement _____ Non-Agreement

Is the agreement fair and workable for all parties? 1 2 3 4 5 6 7 8 9 10

Do you feel you were able to contribute to the agreement? 1 2 3 4 5 6 7 8 9 10

If you did not reach full agreement, did the process bring you any closer to settlement? Yes No

How much time was spent in mediation? _____

Did the mediation help to expedite the outcome of your dispute? Yes No

Did the use of mediation lower your overall cost of settling the dispute? Yes No

What did you like best about the mediation? _____

What suggestions (if any) do you have? _____

Would you recommend the mediation process to a friend/colleague?: Yes No

Please circle the number that most closely represents your experience: *Poor Somewhat Helpful Good Excellent*

Please evaluate your mediator: 1 2 3 4 5 6 7 8 9 10

How did the mediator protect confidentiality? 1 2 3 4 5 6 7 8 9 10

Did the mediator understand the issues of the case? 1 2 3 4 5 6 7 8 9 10

Did the mediator maintain neutrality? 1 2 3 4 5 6 7 8 9 10

Would you use this mediator again? Yes No

Comments: _____

Please evaluate your satisfaction with the American Arbitration Association (AAA):

Did we meet your needs with respect to scheduling? _____

Was the location/environment convenient, comfortable, conducive? 1 2 3 4 5 6 7 8 9 10

What was your overall satisfaction with AAA? 1 2 3 4 5 6 7 8 9 10

Would you recommend the **American Arbitration Assn.** to a friend/colleague? Yes No

Other comments? _____

*Thank you for taking the time to give us this valuable feedback.
 We would enjoy the opportunity to serve you again.*