

# Mediation Evaluation December 2012 - March 2013

## Mediation Evaluation Survey

It is our understanding that you participated in mediation facilitated by the Arizona Department of Education/Dispute Resolution Unit regarding special education matters related to your child. To ensure that we are providing meaningful, effective services, we are asking for your constructive feedback on this process. Our aim is to receive candid, relevant, constructive feedback, so that we may evaluate and improve the mediation process.

Please take a moment to complete this survey regarding the mediation process and outcome. This information will remain confidential. To preserve confidentiality, respondents' IP addresses will be neither viewed nor stored.

We are asking for your feedback in six (6) areas. These include: Parent/school designation (no names are requested); the mediation process; the Case Management's performance; your perception of the outcome if an agreement was reached; your perception of the outcome if an agreement was not reached; your overall satisfaction with the mediation process; and two open-ended questions providing space for comments.

In order to progress through this survey, please use the following navigation links:

- Click the Next >> button to continue to the next page.
- Click the Previous >> button to return to the previous page.
- Click the Exit the Survey Early >> button if you need to exit the survey.
- Click the Done >> button to submit your survey.

If you have any questions, please email [lee.rhodey@azed.gov](mailto:lee.rhodey@azed.gov). Thank you for your participation in this feedback survey; the information you offer is very important to us.

## Mediation Evaluation

### 1. Please check one:

- Parent
- School Personnel

Title (if applicable)

# Mediation Evaluation December 2012 - March 2013

## Mediator Performance

Please rate your mediator's performance in the following categories:

### 2. During the process, your mediator:

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	N/A
Clearly explained the mediation process and his/her role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Created a rapport with the participants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assured that all parties had ample time to express themselves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understood the issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refrained from imposing their own judgment or opinions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped participants understand each other's positions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped identify and weigh options for agreement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remained impartial throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Case Management Performance

### 3. Please rate Case Management's performance in the following categories:

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	N/A
The Dispute Resolution Unit responded in a timely manner and promptly assigned a mediator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Dispute Resolution Unit effectively answered all questions I had about mediation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Dispute Resolution Unit answered all questions in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My mediator acted promptly to schedule the mediation session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend mediation to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### \*4. Did the mediation process result in an agreement being reached?

- Yes
- No

## Post-Mediation

### 5. Please provide a rating in the following areas so that we may assess your satisfaction with the outcome of your mediation.

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
I am satisfied with the agreement reached during mediation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The agreement resolved the problem that generated the need for mediation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The other party has followed through with the agreement made during mediation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The outcome of the mediation was better than I expected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would participate in mediation again to resolve a special education related dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Mediation Evaluation December 2012 - March 2013

## Post-Mediation

**6. Please provide a rating in the following areas so that we may understand why an agreement was not reached.**

**In my opinion, the mediation process was unsuccessful because:**

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
The mediator was not effective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The other party was not willing to negotiate a resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt pressured to make a decision before I was ready	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt that my viewpoint was not respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I did not believe the other party would follow through with an agreement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was no acceptable resolution to the particular problem raised in our mediation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was not willing to negotiate a resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I preferred to have an Administrative Law Judge make the final decision in a due process hearing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 7. Overall Satisfaction

Outstanding      Above Average      Average      Needs Improvement      Poor

Please indicate your overall satisfaction rating with the mediation process.

## 8. Please indicate at least one thing that was done well in the mediation process.

## 9. Please identify at least one area/idea for improving the mediation process.