

**Wisconsin Special Education
Mediation System
Participant Survey Report
2007 - 2008
(n=194)**

**1. Role of the person completing the survey.
(n=194)**

	%	n
Director of Pupil Services/Special Ed	18.6	36
Mother	13.9	27
Special Education Teacher	10.3	20
Principal	7.7	15
Others	9.8	19
Advocate	8.8	17
District Administrator	6.7	13
Social Worker	5.2	10
Father	5.2	10
School Psychologist	4.6	9
Speech & Language Pathologist	4.1	8
Other Family	2.6	5
Regular Education Teacher	1.0	2
Adult Student over 18	1.0	2
Physical Therapist	.5	1
Occupational Therapist	0	0

Mediation Process: the following statements address the participants' perception of the process of mediation

**1. The participant understood mediation.
(n=194)**

	%	n
Strongly agree	57.7	112
Agree	35.6	69
Slightly agree	3.6	7
No opinion	1	2
Slightly disagree	1	2
Disagree	.5	1
Strongly disagree	.5	1

Note: 96.9% of the participants understood the mediation process.

2. The participant believes it is important to be a part of the decision making process.

(n=194)

	%	n
Strongly agree	57.7	112
Agree	29.9	58
Slightly agree	5.7	11
No opinion	3.1	6
Slightly disagree	1.5	3
Disagree	.5	1
Strongly disagree	1.5	3

Note: 93.3% of the participants believed it is important to be a part of the decision making process.

3. The participant believes that he/she was given an opportunity to be a part of the decision making process. (n=194)

	%	n
Strongly agree	52.1	101
Agree	26.3	51
Slightly agree	11.9	23
No opinion	5.2	10
Slightly disagree	2.1	4
Disagree	1	2
Strongly disagree	1.5	3

Note: 90.2% of the participants believed that they were a part of the decision making process.

4. The participant was give the opportunity to explain concerns (n=194)

	%	n
Strongly agree	53.6	104
Agree	32	62
Slightly agree	4.6	9
No opinion	3.6	7
Slightly disagree	1.5	3
Disagree	2.6	5
Strongly disagree	2.1	4

Note: 90.2 % of the participants believe they were given the opportunity to explain concerns.

5. The participant believed that mediation provided a satisfactory outcome. (n=194)

	%	n
Strongly agree	41.8	81
Agree	29.4	57
Slightly agree	9.3	18
No opinion	6.2	12
Slightly disagree	4.1	8
Disagree	5.2	10
Strongly disagree	4.1	8

Note: 80.4% of the participants believed that mediation provided a satisfactory outcome.

6. The participant was satisfied with the mediation process (n=194)

	%	n
Strongly agree	46.9	91
Agree	33.5	65
Slightly agree	6.2	12
No opinion	1.5	3
Slightly disagree	5.7	11
Disagree	3.6	7
Strongly disagree	2.6	5

Note: 86.6% of the participants were satisfied with mediation.

7. The participant would use mediation again. (n=194)

	%	n
Strongly agree	53.6	104
Agree	29.4	57
Slightly agree	6.2	12
No opinion	6.7	13
Slightly disagree	1.5	3
Disagree	1	2
Strongly disagree	1.5	3

Note: 89.2% of the participants would use mediation again.

About the Mediator: the following statements address the participants' perception of the mediator.

1. The participant believed that it is important for the mediator to be knowledgeable in special education. (n=194)

	%	n
Strongly agree	57.2	111
Agree	28.9	56
Slightly agree	7.7	15
No opinion	3.1	6
Slightly disagree	1.5	3
Disagree	1	2
Strongly disagree	.5	1

Note: 93.8% of the participants believed it is important for the mediator to be knowledgeable in special education.

2. The participant believed that the mediator knew a lot about special education. (n=194)

	%	n
Strongly agree	31.4	61
Agree	33.5	65
Slightly agree	9.8	19
No opinion	13.9	27
Slightly disagree	2.6	5
Disagree	4.1	8
Strongly disagree	4.6	9

Note: 74.7% of the participants believed that the mediator was knowledgeable in special education.

3. The participant believed that the mediator explained the process thoroughly (n=194)

	%	n
Strongly agree	63.4	123
Agree	23.2	45
Slightly agree	6.2	12
No opinion	4.1	8
Slightly disagree	1.5	3
Disagree	1	2
Strongly disagree	.5	1

Note: 92.8% of the participants believed the mediator explained the process thoroughly.

4. The participant believed that the mediator was neutral (n=193; this item not completed on 1 survey)

	%	n
Strongly agree	60.1	116
Agree	21.8	42
Slightly agree	1.6	3
No opinion	4.1	8
Slightly disagree	3.1	6
Disagree	4.7	9
Strongly disagree	4.7	9

Note: 83.5% of the participants believed the mediator was neutral.

5. The participant believed that the mediator was respectful to all parties. (n=194)

	%	n
Strongly agree	71.6	139
Agree	20.1	39
Slightly agree	3.1	6
No opinion	1	2
Slightly disagree	2.1	4
Disagree	.5	1
Strongly disagree	1.5	3

Note: 94.8% of the participants believed the mediator was respectful to all parties.

6. The participant believed that the mediator pressured him/her. (n=194)

	%	n
Strongly agree	2.1	4
Agree	2.6	5
Slightly agree	2.1	4
No opinion	6.2	12
Slightly disagree	1	2
Disagree	24.7	48
Strongly disagree	61.3	119

Note: 6.7% of the participants believe that the mediator pressured them.

7. The participant believed that the mediator created a comfortable environment (n=194)

	%	n
Strongly agree	52.8	102
Agree	32.6	63
Slightly agree	5.2	10
No opinion	3.1	6
Slightly disagree	1	2
Disagree	3.1	6
Strongly disagree	2.1	4

Note: 90.7% of the participants believed that the mediator created a comfortable environment.

8. The participant believed that the mediator used time adequately. (n=194)

	%	n
Strongly agree	37.1	72
Agree	43.3	84
Slightly agree	7.2	14
No opinion	2.1	4
Slightly disagree	4.1	8
Disagree	2.1	4
Strongly disagree	4.1	8

Note: 87.6% of the participants believed that the mediator used time adequately.

9. The participant believed that the mediator was organized. (n=194)

	%	n
Strongly agree	52.6	102
Agree	31.4	61
Slightly agree	5.7	11
No opinion	2.1	4
Slightly disagree	2.6	5
Disagree	1.5	3
Strongly disagree	4.1	8

Note: 89.7% of the participants believed that the mediator was organized.

**10. The participant believed that the mediator kept the meeting focused.
(n=194)**

	%	n
Strongly agree	52.6	102
Agree	27.3	53
Slightly agree	5.7	11
No opinion	2.6	5
Slightly disagree	5.7	11
Disagree	3.6	7
Strongly disagree	2.6	5

Note: 85.6% of the participants believed that the mediator kept the meeting focused.

**11. The participant would use the mediator again.
(n=194)**

	%	n
Strongly agree	54.1	105
Agree	24.7	48
Slightly agree	2.1	4
No opinion	9.8	19
Slightly disagree	2.6	5
Disagree	2.6	5
Strongly disagree	4.1	8

Note: 80.9% of the participants would use this mediator again.

**12. An agreement was reached during the mediation process
(n=193; this item not completed on 1 survey)**

	%	n
Yes	87	168
No	13	25

About the Agreement: the following statements address the participants' perception about the agreement that was reached.**NOTE: The following items were only completed if an agreement WAS reached.**

- 1. The participant is satisfied with the agreement.
(n=161; this item was not completed on 33 surveys)
Note: This item only answered by participants when an agreement was reached.**

	%	n
Strongly agree	31.7	51
Agree	47.2	76
Slightly agree	6.8	11
No opinion	8.7	14
Slightly disagree	.6	1
Disagree	2.5	4
Strongly disagree	2.5	4

Note: 85.7% of the participants were satisfied with the agreement.

- 2. The participant believed that the agreement will solve the problem.
(n=165; this item was not completed on 29 surveys)
Note: This item only answered by participants when an agreement was reached.**

	%	n
Strongly agree	26.7	44
Agree	40.6	67
Slightly agree	10.9	18
No opinion	6.1	10
Slightly disagree	4.8	8
Disagree	6.7	11
Strongly disagree	4.2	7

Note: 78.2% of the participants believed that the agreement will solve the problem.

3. The participant believed that the other parties will follow through with the agreement.

(n=164; this item was not completed on 30 surveys)

Note: This item only answered by participants when an agreement was reached.

	%	n
Strongly agree	25	41
Agree	37.2	61
Slightly agree	14	23
No opinion	9.8	16
Slightly disagree	6.1	10
Disagree	4.9	8
Strongly disagree	3	5

Note: 76.2% of the participants believed that the other parties will follow through with the agreement.

4. The participant believed that the outcome was better than expected.

(n=165; this item was not completed on 29 surveys)

Note: This item only answered by participants when an agreement was reached.

	%	n
Strongly agree	18.2	30
Agree	27.3	45
Slightly agree	15.2	25
No opinion	21.2	35
Slightly disagree	9.7	16
Disagree	6.1	10
Strongly disagree	2.4	4

Note: 60.6% of the participants believed that the outcome was better than expected.

Agreement not Reached: the following statements address the participants' perception if an agreement was NOT reached.

- 1. The participant believed the mediator was effective.
(n=26; this item was not completed on 168 surveys).
Note: This item only answered by participants when an agreement was reached.**

	%	n
Strongly agree	34.6	9
Agree	26.9	7
Slightly agree	3.8	1
No opinion	15.4	4
Slightly disagree	3.8	1
Disagree	11.5	3
Strongly disagree	3.8	1

Note: 65.3% of the participants believed that the mediator was effective.

- 2. The participant believed that other parties were unwilling to negotiate
(n=26; this item was not completed on 168 surveys)
Note: This item only answered by participants when an agreement was reached.**

	%	n
Strongly agree	30.8	8
Agree	26.9	7
Slightly agree	15.4	4
No opinion	11.5	3
Slightly disagree	3.8	1
Disagree	0	0
Strongly disagree	11.5	2

Note: 73.1% of the participants believe that the others were unwilling to negotiate.

- 3. The participant felt pressured to make a decision (n=26; this item was not completed on 168 surveys)**
Note: This item only answered by participants when an agreement was reached.

	%	n
Strongly agree	3.8	1
Agree	7.7	2
Slightly agree	3.8	1
No opinion	26.9	7
Slightly disagree	0	0
Disagree	26.9	7
Strongly disagree	30.8	8

Note: 15.4% of the participants felt pressured to make a decision.

- 4. The participant believed that their viewpoint was not respected. (n=26; this item was not completed on 168 surveys)**
Note: This item only answered by participants when an agreement was reached.

	%	n
Strongly agree	7.7	2
Agree	11.5	3
Slightly agree	7.7	2
No opinion	19.2	5
Slightly disagree	3.8	1
Disagree	23.1	6
Strongly disagree	26.9	7

Note: 26.9% of the participants believed that their viewpoint was not respected.

- 5. The participant believed that others would not follow through with agreement (n=24; this item was not completed on 170 surveys)**
Note: This item only answered by participants when an agreement was reached.

	%	n
Strongly agree	8.3	2
Agree	20.8	5
Slightly agree	16.7	4
No opinion	33.3	8
Slightly disagree	4.2	1
Disagree	4.2	1
Strongly disagree	12.5	3

Note: 45.8% of the participants believed that others would NOT follow through with an agreement.

6. The participant believed that there is no acceptable resolution

(n=25; this item was not completed on 169 surveys)

Note: This item only answered by participants when an agreement was reached.

	%	n
Strongly agree	8	2
Agree	8	2
Slightly agree	4	1
No opinion	20	5
Slightly disagree	4	1
Disagree	44	11
Strongly disagree	12	3

Note: 40% of the participants believed that there was not acceptable resolution.

7. The participant plans on taking legal action.

(n=25; this item was not completed on 169 surveys)

Note: This item only answered by participants when an agreement was reached.

	%	n
Strongly agree	4	1
Agree	0	0
Slightly agree	4	1
No opinion	44	11
Slightly disagree	0	0
Disagree	20	5
Strongly disagree	28	7

Note: 8% of the participants plan on taking legal action.

- 8. The participant was unwilling to negotiate a resolution.
(n=25; this item was not completed on 169 surveys)
Note: This item only answered by participants when an agreement was reached.**

	%	n
Strongly agree	4	1
Agree	0	0
Slightly agree	4	1
No opinion	20	5
Slightly disagree	4	1
Disagree	28	7
Strongly disagree	40	10

Note: 8% of the participants believed that they were unwilling to negotiate a resolution.