

Important! The form should be completed IN CAPITAL LETTERS using a BLACK or DARK BLUE ballpoint/fountain pen. Characters and marks used should be similar in the style to the following:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 1 2 3 4 5 6 7 8 9 0

## Post-Mediation Survey

Please submit your completed evaluation by mail or fax within 10 days after the mediation is over [Local Rule 3-125].

Superior Court of California, COUNTY OF SAN JOAQUIN

222 E. Weber Avenue, Room 303, Stockton, CA 95202

Fax: (209)468-8576 or E-mail: sbohrer@courts.san-joaquin.ca.us

Your responses will be used to improve the Mediation Program and to provide feedback to mediators. Staff outside the mediation program and trial judges will not see specific survey forms. No identifying information about you will be released.

1. Case Name: \_\_\_\_\_

2. Case Number: \_\_\_\_\_

3. Case Type:  Personal Injury - Auto       Real Property       Collections  
 Personal Injury - Other       Employment       Other (specify): \_\_\_\_\_  
 Contract       Construction

4. Name of Mediator (Last, First): \_\_\_\_\_

5. Date of Mediation: \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_

6. What is your role in this case?

Party      Attorney      Other  
 Plaintiff (person filing lawsuit)       Attorney for plaintiff       Claims representative  
 Defendant (person being sued)       Attorney for defendant       Specify: \_\_\_\_\_

7. If you are a party, are you represented by an attorney in this case?  Yes       No

8. How many previous mediations have you participated in?  0       1-5       6-10       more than 10

9. How satisfied were you with the following in this case:

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
a. Your overall experience with the mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The mediator's services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Court mediation program staff services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Convenience of the location for mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Convenience of the times available to mediate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Would you choose to use mediation in the future?  Yes       Possibly       No

11. Please indicate whether you agree with the following statements about the impact of mediation in this case.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
a. Mediation in this case saved me time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mediation in this case saved me money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mediation decreased tension between the parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Who selected the mediator in this case?  Parties       Attorneys       Court

a. Which of the following were important in choosing this mediator (mark all that apply):

Used this mediator before       Mediation training       Office location convenient  
 Mediator was recommended       Mediation experience       Mediator's fees  
 Mediator was on court's list       Mediation style       Other (specify) \_\_\_\_\_  
 Language/Culture       Professional background

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**13. Please indicate whether you agree with the following statements about your experience with THIS mediator.**

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
a. The mediator clearly explained what would happen in the mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The mediator gave each party a chance to talk about what was important to them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The mediator understood what was important to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The mediator helped me understand the other party's point of view better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The mediator helped the other party understand my point of view better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The mediator understood the subject matter of the case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The mediator helped me to think about different ways of solving the dispute.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The mediator treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The mediator treated me fairly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The mediator maintained confidentiality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. I would use this mediator again.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 14. In this mediation, the mediator:**     Wasn't active enough in encouraging settlement.     Applied too much pressure to settle.  
 Appropriately encouraged settlement.     I don't know.

**15. Did you reach an agreement (including a partial agreement)?**     Yes     No

**IF YOU REACHED AN AGREEMENT, please answer the following questions:**

**16. The agreement settled:**     The whole case     Some of the issues in the case

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
<b>17. Please indicate whether you agree with the following statements.</b>					
a. The agreement is fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I am confident that the parties will keep the agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. We would not have reached agreement without the mediator's help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. We reached resolution more quickly than we would have without mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**IF YOU DID NOT REACH AN AGREEMENT, please answer the following questions:**

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
<b>18. Mediation moved the case toward settlement.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**19. Please indicate whether the following factors contributed to not reaching an agreement in mediation (mark all that apply).**

- |  |  |
|--|--|
| <input type="checkbox"/> An essential party did not attend.  | <input type="checkbox"/> Additional information exchange/discovery was needed. |
| <input type="checkbox"/> A party was uncooperative.          | <input type="checkbox"/> The mediator lacked sufficient skills or expertise.   |
| <input type="checkbox"/> A party lacked authority to settle. | <input type="checkbox"/> Other (specify): _____                                |

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20. Please rate the services provided by the court mediation program in this case.

Table with 6 columns: Excellent, Good, Fair, Poor, N/A. Rows: a. Staff communications, b. Information about mediation provided before the mediation.

If you are represented by an attorney in this case, please answer questions 25 and 26. If you are an attorney or are representing yourself in this case, please answer questions 21 through 26.

21. What was the amount in controversy in the case at the time of the mediation?

- Amount ranges: \$0-\$7,500, \$7,501-\$25,000, \$25,001-\$50,000, \$50,001-\$100,000, \$100,001-\$500,000, \$500,001-\$1,000,000, \$1,000,001+

22. Was any non-monetary relief requested? Yes No

23. Please estimate the amount by which mediation increased or decreased your client's (or your) costs of resolving the dispute (costs include attorney fees, expert witness fees, and other costs, but not the cost of any settlement paid)?

- Decreased by: \$0, \$1-\$5,000
Increased by: \$5,001-\$10,000, \$10,001-\$25,000, \$25,001-\$50,000, \$50,001-\$100,000, \$100,001-\$250,000, \$250,001+

24. Did using mediation increase or decrease your court appearances and trial days in this case?

- a. Court Appearances (Hearings, Conferences and Motions): Decreased, Increased, 0, 1, 2-4, 5-10, 11+
b. Trial Days: Decreased, Increased, 0, 1, 2-4, 5-10, 11-20, 21+

25. Please tell us more about your experience:

- a. Things I liked about the mediation:
b. Things I didn't like about the mediation:
c. We welcome any other comments or suggestions you may have regarding the mediator used in this case or the ADR program:

26. Please help us learn more about the people our program is serving.

- Zip Code:
Age Range: 18-21, 22-29, 30-39, 40-49, 50-59, 60-69, 70+ years
What languages do you usually speak at home? English, Spanish, Chinese, Other (please specify):
Ethnicity: American Indian/Alaskan Native, Asian, Black/African American, Latino or Hispanic, Native Hawaiian/Pacific Islander, White, Not Hispanic, Other (specify):

Household income (Number of people in household \_\_\_\_\_):

- Income ranges: \$0-\$15,000, \$15,001-\$30,000, \$30,001-\$45,000, \$45,001-\$60,000, \$60,001-\$75,000, \$75,001-\$90,000, \$90,001-\$120,000, \$120,001 or more