Jefferson County Mediation Services
700 Jefferson County Parkway, Suite 220
Golden, CO 80401
303-271-5060 Phone
303-271-5064 FAX
www.jeffcomediation.com

Participant Follow-Up Questionnaire

Thank you for taking the time to evaluate and give us feedback on the mediation services provided to you. By taking the time to respond and complete the questionnaire, you give us the opportunity to learn from you and to improve the quality of our services.

1. Age_____ 2. [ ] Male [ ] Female
3. Education [ ] less than high school [ ] high school [ ] College: _____ # of years
4. Have you ever been a party in mediation before? [ ] Yes [ ] No If yes, # of times _____
5. Did the mediator(s) explain the mediation process to you in such a way that you understood and felt free to ask questions?
   [ ] Yes [ ] No If no, please explain_____
6. Did the mediator(s) seem comfortable with the process and project confidence? [ ] Yes [ ] No If no, please explain/describe_____
7. Were "ground rules" established by the group and managed by the mediator(s)? [ ] Yes [ ] No If no, please explain:_____
8. Did you feel the mediator(s) was neutral throughout the mediation process? [ ] Yes [ ] No If no, please explain:_____
9. After ground rules were established, was each party allowed a short uninterrupted time to present their side of the conflict?
   [ ] Yes [ ] No If no, please explain:_____
10. Do you believe all parties in the dispute contributed equally to help resolve the dispute? [ ] Yes [ ] No If no, please explain:_____
11. Did you feel "safe" to discuss your issues? [ ] Yes [ ] No If no, what do you believe would have given you a greater sense of safety?_____
12. Did you feel that all parties present worked with each other in good faith and sincerely attempted to resolve the conflict?
    At the beginning [ ] Yes [ ] No
    In the middle [ ] Yes [ ] No
    At the end [ ] Yes [ ] No
13. As a result of the mediation, were important issues identified & discussed? [ ] Yes [ ] No If no, please explain:_____
14. Was the time scheduled for the mediation [ ] too short [ ] just right [ ] too long If not "just right," what should have occurred?_____
15. Did you reach an agreement acceptable to all parties? [ ] Yes [ ] No If no, what do you believe should or could have occurred?_____
16. The mediator was effective and creative in helping the parties generate settlement options:
    [ ] Very effective [ ] Somewhat effective [ ] Not effective
17. How could we have made the mediation more helpful to you?
    _____
18. Did being a party to this mediation teach you anything you would like to convey to us? [ ] Yes [ ] No If yes, please explain:_____
19. Would you recommend mediation to another person? [ ] Yes [ ] No
20. Overall, how satisfied were you with the mediation process?
    [ ] Very satisfied [ ] Somewhat satisfied [ ] somewhat dissatisfied [ ] Very dissatisfied

Thanks a lot for your time and assistance in completing this questionnaire!

JCMS Case Number: _____