



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: _____