

Dear Mediation Participant:

If you will, we ask you to fill out any portion of this form that you think would help us to better serve our mediation clients. Your feedback is critical to our self-evaluation and improvement! You need not identify yourself if you prefer not to.

**DFMS Mediator Evaluation Form**

1. Name of Party: \_\_\_\_\_

2. Attorney if Any: \_\_\_\_\_

3. Mediator: \_\_\_\_\_

4. Settlement Reached?: \_\_\_\_\_

**Please use the following rating scale and determine an overall rating under each category. Below each heading are listed several factors to consider in making a rating. Under the "Comments" section please discuss any areas of strength and those areas needing improvement.**

**5 – Excellent**

**3 – Satisfactory**

**1 – Unsatisfactory**

**4 – Highly Competent**

**2 – Needs Improvement**

**0 – Not applicable**

1. Orientation Session

Overall Rating

- \_\_\_\_\_ Provided information packets
- \_\_\_\_\_ Provided welcome and opening comments
- \_\_\_\_\_ Explained mediation process
- \_\_\_\_\_ Clarified role of participants
- \_\_\_\_\_ Established ground rules
- \_\_\_\_\_ Covered mediation agreement

\_\_\_\_\_

Comments:

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2. Location/Mediation Setting

Overall Rating

- \_\_\_\_\_ Location Convenient for all parties
- \_\_\_\_\_ Provided comfortable mediation room
- \_\_\_\_\_ Provided adequate snacks and drinks
- \_\_\_\_\_ Comfortable and safe setting
- \_\_\_\_\_ Provided necessary equipment (flipchart, computer, calculator)

\_\_\_\_\_

**Comments:**

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3. Mediator's Performance

Overall Rating

- Facilitated information sharing between the parties
- Understood each party
- Understood and clarified issues
- Accurately and briefly summarized information and concerns
- Balanced time and focus between parties
- Identified common ground
- Generated options
- Facilitated negotiation and bargaining
- Discussed options for noncompliance or resolving future conflict
- Worked effectively with attorneys (if applicable)
- Drafted agreement which addressed all issues
- How was the pace of the mediation session(s)?

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**Comments:**

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4. Do you have any ideas or suggestions for our improvement, or comments about strengths and weaknesses?

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5. Would you provide us an anonymous testimonial for advertising uses, and if so what would it say?

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