

CUSTOMER SURVEY FOR SHARED NEUTRALS PROGRAM (PART 1)

We are looking for ways to improve, as well as determine the effectiveness of the Alamo Federal Executive Board (FEB) Shared Neutrals Program. Persons who have utilized this Program are asked to complete this questionnaire. Completing the form is voluntary; however, your input will assist in improving the program.

1. Agency: _____

2. Nature of Dispute: _____

3. Relationship of parties: _____

4. Names of mediator(s): _____

5. How long did the mediation last?(Hrs) _____

6. Describe the type of settlement that resulted from the mediation process.

_____ Full settlement of all issues _____ No settlement of any issues

_____ Partial settlement of the issues

7. Please describe any other impacts or benefits that you felt resulted from the mediation process. Examples might include relationships repaired, communication enhanced, office productivity enhanced, money saved, etc.

8. Were you satisfied with the process? _____ Yes _____ No

Please provide any comments: _____

9. Would you use mediation again? _____ Yes _____ No

Please provide any comments: _____



CUSTOMER SURVEY FOR SHARED NEUTRALS PROGRAM (Part 2)

10. Please rate the following items on a scale of 1 to 5 by circling the number that represents your choice:
 1 = strongly disagree 2 = somewhat disagree 3 = neither agree or disagree
 4 = somewhat agree 5 = strongly agree N = don't know or are unable to determine

- The mediation process was impartial. 1 2 3 4 5 N
- The right parties were at the table. 1 2 3 4 5 N
- Both sides negotiated in good faith. 1 2 3 4 5 N
- Mediation was appropriate for this matter. 1 2 3 4 5 N
- You were able to fully present your position/issue. 1 2 3 4 5 N
- The mediator helped create a positive atmosphere. 1 2 3 4 5 N
- The mediator helped create realistic options for settling the matter. 1 2 3 4 5 N
- The mediator was impartial. 1 2 3 4 5 N
- The mediator provided the right amount of input. 1 2 3 4 5 N
- The mediator listened well. 1 2 3 4 5 N
- The mediator helped clarify the key issues of the parties. 1 2 3 4 5 N
- The mediator explained the process well. 1 2 3 4 5 N
- The mediator was fair. 1 2 3 4 5 N
- The mediator was effective. 1 2 3 4 5 N

11. If this was a co-mediation, was it beneficial to have two mediators? ___ Yes ___ No

Please provide comments: _____

Thank you for taking the time to fill out this survey. The information you have provided will help us to improve the program. Please mail this questionnaire to: Alamo Federal Executive Board

Alamo FEB Cities/Counties: San Antonio, Corpus Christi (210) 565-1860
 Or FAX to:

If you would like to provide **confidential** feedback regarding your experience or input for this program, please call the Alamo FEB Director at (210) 565-1860.

