

EEO EVALUATION SURVEY

The Evaluation Subcommittee of the Federal ADR Network ("FAN") is composed of more than 15 members from agencies across the federal government. For the past year, the group has met monthly to discuss evaluation issues, share information and address specific evaluation questions. In response to numerous requests, the group has developed an EEO Evaluation Survey ("the Survey") that is intended to serve as a model for agencies to use in tailoring a design to meet their specific evaluation needs. One purpose of the Survey is to encourage agencies to collect and measure certain "core" data that would provide a minimum basis for comparison among agencies.

The Survey is divided into sections based on five categories of information – background, mediation process, mediator assessment, mediation outcome and anecdotal data. Because of the wide differences among agency EEO processes, the Survey is designed to allow agencies to choose only those categories and questions that meet their individual needs. The Subcommittee believes certain information is essential and should be included in any evaluation effort. Questions relating to this basic information have been designated "core" and are identified by an asterisk. Additional questions have been included to meet individual agency needs to identify additional issues to be considered.

One major issue addressed by the Subcommittee and reflected in the Survey is time – how long did the process take. A number of the questions in the Survey concern the issue of time, i.e. Section One, Question 1 and Section Four, Question 6. Each agency must decide how to measure time by determining what constitutes the "start" time for the process and what constitutes the "stop" time. These start and stop times will differ depending upon what an agency wants to measure and to what, if anything, that time will be compared. Examples of start times could include the employee's initial conversation with an EEO counselor, the entering of an informal complaint, the date on which the parties agree to mediate, the date the mediator is identified, or the date of the mediation. Examples of stop times could include the date and time the mediation is concluded, the date and time the agreement is signed, or the date all elements of the agreements have been completed.

A list of members of the Evaluation Subcommittee who have contributed to the development of the Survey is appended for your convenience. Please contact any of the members if you would like additional information.

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* Denotes a core question, one necessary to provide a minimum of survey data.

SECTION ONE: BACKGROUND

- *1. ____ When was this complaint filed or the EEO counselor first contacted? Specify the month/year. _____
- *2. ____ Which of the following best describes your role in the mediation?
a. Complainant or employee
b. Supervisor
c. Representative for complainant
d. Representative for supervisor or agency
3. ____ If you chose a. or c. above, are you or was your representative a(n): Choose all that apply.
a. Attorney
b. Union representative
c. Co-worker
d. Other personal representative
4. ____ Did you request mediation?
a. Yes
b. No
- *5. ____ Was this mediation mandatory?
a. Yes
b. No
- *6. ____ If not, why did you participate in the mediation process?
a. Personal choice
Suggested by:
b. Friend or co-worker
c. Supervisor
d. EEO counselor
e. Human resources
- *7. ____ Have you attended or received training regarding the mediation process, its goals and benefits?
a. Yes
b. No

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SECTION ONE: BACKGROUND, CON'T

- *8. ____ What was the basis of the EEO complaint in this dispute? Check all that apply.
- a. Race
 - b. Color
 - c. Religion
 - d. Age
 - e. National Origin
 - f. Gender
 - g. Retaliation
 - h. Disability
 - i. Other _____
9. ____ Have you participated in the regular administrative process for EEO complaints (other than mediation), e.g. 29 CFR 1614, before?
- a. Yes
 - b. No
10. ____ If yes, please indicate the highest stage of the EEO process that your complaint reached.
- a. Counseling
 - b. Formal complaint
 - c. EEO hearing
 - d. Court
- *11. ____ Have you participated in mediation before?
- a. Yes
 - b. No

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SECTION TWO: MEDIATION PROCESS

- *1. ____ In your opinion, was the mediation process an appropriate way to resolve your concerns and/or issues?
- Very appropriate
 - Somewhat appropriate
 - Neither appropriate nor inappropriate
 - Somewhat inappropriate
 - Very inappropriate
2. ____ Were the mediation sessions scheduled for a time and place convenient for you?
- Yes
 - No

Use the following scale to answer Questions 3 through 8.

- Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
 - Very dissatisfied
3. ____ How satisfied were you with the amount of time spent in mediation?
4. ____ How satisfied were you with the amount of information you received about mediation process?
- *5. ____ How satisfied were you with the opportunity you had to present information and your point of view of the dispute?
6. ____ How satisfied were you with how well you understood what was going on during the mediation?
- *7. ____ How satisfied were you with the agreement to mediate?
- *8. ____ How satisfied were you with the mediation process?

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SECTION THREE: MEDIATOR ASSESSMENT

Use the following scale to answer Questions 1 through 3.

- a. Very effective
- b. Somewhat effective
- c. Neither effective nor ineffective
- d. Somewhat ineffective
- e. Very ineffective

- *1. ___ During the introductory statement, how well did the Mediator(s) explain the process?
- *2. ___ How effective was the Mediator(s) in clarifying the key issues and interests?
- *3. ___ In your opinion, how effective was the Mediator(s) in hearing your concerns and/or issues?
- *4. ___ How satisfied were you with the Mediator(s)?
- a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither satisfied nor dissatisfied
 - d. *Somewhat dissatisfied*
 - e. Not satisfied

Use the following scale to answer Questions 5 through 8.

- a. Strongly agree
- b. Somewhat agree
- c. Neither agree nor disagree
- d. *Somewhat disagree*
- e. Strongly disagree

- *5. ___ There was no pressure from the Mediator to settle the dispute during the mediation.
- *6. ___ Mediator(s) treated all parties equally.
- *7. ___ Mediator(s) helped create realistic options for settling the dispute.
- *8. ___ Mediator(s) understood the issues involved.
- *9. ___ Was (were) the Mediator(s) from another federal agency?
- a. Yes
 - b. No
- *10 ___ If yes, was this helpful?
- a. Yes
 - b. No
 - c. No Opinion

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SECTION THREE: MEDIATOR ASSESSMENT, CON'T

*11. ___ Was this a co-mediation?

- a. Yes
- b. No

12. ___ If yes, was it beneficial to have two mediators?

- a. Yes
- b. No

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SECTION FOUR: MEDIATION OUTCOME

- *1. ___ Did mediation resolve this dispute?
 - a. Yes, completely
 - b. Yes, partially
 - c. No (if no, skip to question 4)

- 2. When was settlement reached OR the mediation ended? Specify the month/year:_____.

The following questions concern the outcome of the mediation. Please tell us how satisfied you are with the following aspects of the outcome.

Use the following scale to answer Questions 3 through 6:

- a. Very satisfied
- b. Satisfied
- c. Neither satisfied nor dissatisfied
- d. Dissatisfied
- e. Very dissatisfied

- *3. ___ Overall outcome of the mediation.

- 4. ___ Outcome of mediation compared with what you expected before the mediation.

- 5. ___ Control you had over the outcome of the mediation.

- 6. ___ How long the mediation process took, from time of filing to close of mediation

- 7. ___ How did mediation change your opinion of the other party?
 - a. Very positively
 - b. Positively
 - c. Neither positively nor negatively
 - d. Negatively
 - e. Very negatively

- *8. ___ If an agreement was reached, do you consider it to be:
 - a. Very fair
 - b. Fair
 - c. Neither fair nor unfair
 - d. Unfair
 - e. Very unfair

- *9. ___ Would you use mediation again?
 - a. Yes
 - b. No

SECTION 5 - ANECDOTAL DATA

*1. What could be done to improve the mediation process? Feel free to use the back, if necessary.

*2. We would appreciate any additional comments. Feel free to use the back, if necessary.

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