

EXIT SURVEY FOR REDRESS I MEDIATION PARTICIPANTS INFORMAL COMPLAINTS

MEDIATOR NAME: _____
FACILITY ZIP CODE: _____

**PLEASE HELP US EVALUATE THIS PROGRAM BY ANSWERING THE FOLLOWING QUESTIONS:
Circle the number that best answers each question. If the question does not apply, do not circle anything.**

1. What was your role in this case?

0 - Complainant 1 - Supervisor 2 - Rep. for Complainant 3 - Rep. for Management

2. What is your level?

0 - Craft 1 - EAS 2 - PCES 3 - ACS 4 - Not USPS Employee

3. If you had a representative in the mediation, was your representative:

0 - No Rep. 1 - Fellow Employee 2 - Attorney 3 - Union Rep. 4 - Other

4. Please briefly describe the problem that brought you to mediation: _____

5. Please describe the relief requested in this dispute. (monetary, a request for actions to start or stop) _____

6. When did the dispute begin? (Specify month/year) _____

7. Have you ever been through the **REGULAR EEO COMPLAINT PROCESS** before (**NOT REDRESS**)?

1. Yes _____ 0. No _____

8. If yes, how many times? _____

9. Have you ever been through the **REDRESS** mediation process before?

1. Yes _____ 0. No _____

10. If yes, how many times? _____

THE FOLLOWING QUESTIONS CONCERN YOUR EXPERIENCE WITH THE *MEDIATION PROCESS*. PLEASE TELL US HOW SATISFIED YOU WERE WITH :

(CIRCLE ONE ON EACH LINE)

Very Satisfied Somewhat Satisfied Neither Somewhat Dissatisfied Very Dissatisfied

11. The amount of information you VS SS N SD VD

received about mediation.

- | | | | | | |
|--|----|----|---|----|----|
| 12. The amount of control you had over the mediation. | VS | SS | N | SD | VD |
| 13. The opportunity to present your side of the dispute. | VS | SS | N | SD | VD |
| 14. The fairness of the mediation. | VS | SS | N | SD | VD |
| 15. How much you got to participate in the mediation. | VS | SS | N | SD | VD |
| 16. How well you understood what was going on during the mediation. | VS | SS | N | SD | VD |
| 17. The way you were treated during the mediation process. | VS | SS | N | SD | VD |

THE FOLLOWING QUESTIONS CONCERN THE PERFORMANCE OF YOUR MEDIATOR. PLEASE TELL US HOW SATISFIED YOU WERE WITH :

(CIRCLE ONE ON EACH LINE)

- | | Very Satisfied | Somewhat Satisfied | Neither | Somewhat Dissatisfied | Very Dissatisfied |
|---|----------------|--------------------|---------|-----------------------|-------------------|
| 18. The amount of respect the mediator gave you. | VS | SS | N | SD | VD |
| 19. The impartiality of the mediator. | VS | SS | N | SD | VD |
| 20. The fairness of the mediator. | VS | SS | N | SD | VD |
| 21. The mediator's performance overall. | VS | SS | N | SD | VD |

THE FOLLOWING QUESTIONS CONCERN THE *OUTCOME OF THE MEDIATION*. PLEASE TELL US HOW SATISFIED YOU ARE WITH:

(CIRCLE ONE ON EACH LINE)

- | | Very Satisfied | Somewhat Satisfied | Neither | Somewhat Dissatisfied | Very Dissatisfied |
|---|----------------|--------------------|---------|-----------------------|-------------------|
| 22. The overall outcome of the mediation. | VS | SS | N | SD | VD |
| 23. The speed with which the dispute was addressed in mediation. | VS | SS | N | SD | VD |
| 24. The outcome of the mediation compared with what you expected before mediation | | | | | |

took place.	VS	SS	N	SD	VD
25. The fairness of the outcome	VS	SS	N	SD	VD
26. The control you had over the outcome of the mediation.	VS	SS	N	SD	VD
27. The positive impact mediation will have on your long-term relationship with the other person .	VS	SS	N	SD	VD

28. Did mediation resolve this dispute?

0 - Yes, completely 1 - Yes, partially 2 - No

29. When did you reach settlement or end mediation? Please specify month/year _____

THE FOLLOWING QUESTIONS CONCERN WHAT ACTUALLY HAPPENED DURING THE MEDIATION SESSION. PLEASE CIRCLE THE RESPONSE THAT BEST REFLECTS YOUR OPINION.

(CIRCLE ONE ON EACH LINE) Strongly Agree Agree No Opinion Disagree Strongly Disagree

30. The mediator helped me clarify what my goals and/or choices were.	SA	A	N	D	SD
31. The other person listened to my views.	SA	A	N	D	SD
32. The mediator advised me who would win this case if we were in court.	SA	A	N	D	SD
33. The other person learned something new about my point of view.	SA	A	N	D	SD
34. I learned something new about the other person's point of view.	SA	A	N	D	SD
35. The mediator told me the strengths and weaknesses of the case.	SA	A	N	D	SD
36. The other person acknowledged as legitimate my perspective, views, or interests.	SA	A	N	D	SD

- | | | | | | |
|---|----|---|---|---|----|
| 37. The mediator was in control of the process, and told us what to do. | SA | A | N | D | SD |
| 38. I acknowledged as legitimate the other person's perspective, views, or interests. | SA | A | N | D | SD |
| 39. The mediator helped me understand the other person's viewpoint. | SA | A | N | D | SD |
| 40. The mediator pressed me to accept a resolution I was uncomfortable with. | SA | A | N | D | SD |
| 41. The mediator helped the other person understand my viewpoint. | SA | A | N | D | SD |
| 42. The other person apologized to me about some aspect of the problem. | SA | A | N | D | SD |
| 43. I apologized to the other person about some aspect of the problem. | SA | A | N | D | SD |

44. How much time total (in hours or days) did you spend on this matter? (approx.) _____

45. How much time total (in hours or days) do you think the other party spent? (approx.) _____

46. How much time total (in hours or days) did you spend with the neutral in a caucus? (approx.) _____

47. What was the **best thing** about the REDRESS program?

48. What was the **worst thing** about the REDRESS program?

49. Please write any comments you think would help improve this program. Use the back of this page if necessary.