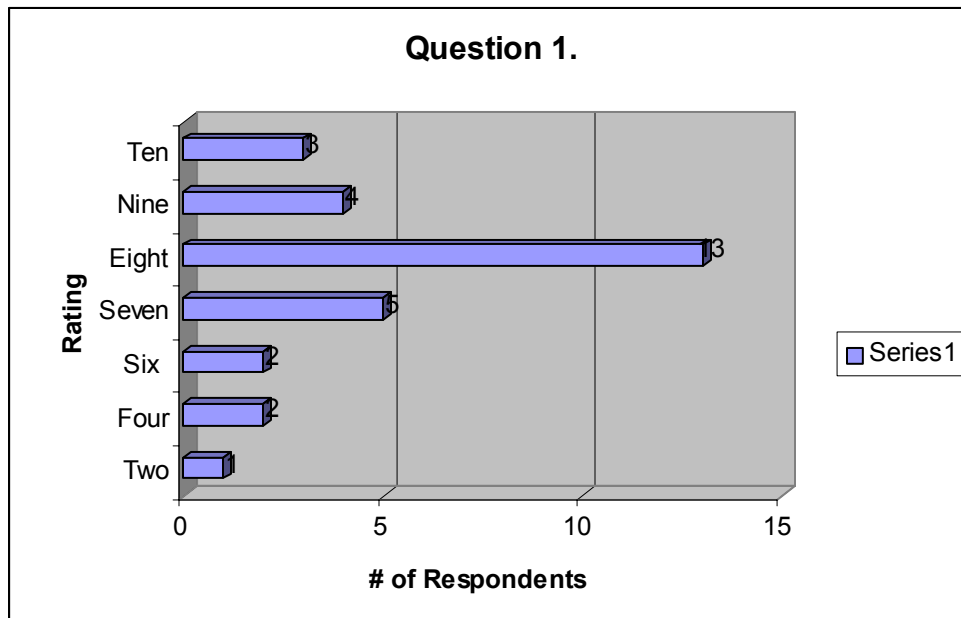## OVERALL REACTIONS TO THE ONLINE DIALOGUE

Question 1. On a scale of (low) 1-10 (high), how valuable to you was the substantive content of the Online Assessment Dialogue?

Question 1.								
	Two	Four	Six	Seven	Eight	Nine	Ten	**Total**
# of Respondents	1	2	2	5	13	4	3	**30**

Question 1.

	Column1
Mean	7.566666667
Standard Error	0.324066594
Median	8
Mode	8
Standard Deviation	1.774985834
Sample Variance	3.150574713
Kurtosis	2.726707307
Skewness	-1.425595161
Range	8
Minimum	2
Maximum	10
Sum	227
Count	30

Question 2. On scale of (low) 1-10 (high), how valuable to you was the exposure to the technology used for conducting online dialogues?

Question 2.								
	Two	Four	Six	Seven	Eight	Nine	Ten	**Total**
# of Respondents	1	1	3	8	4	5	9	**31**
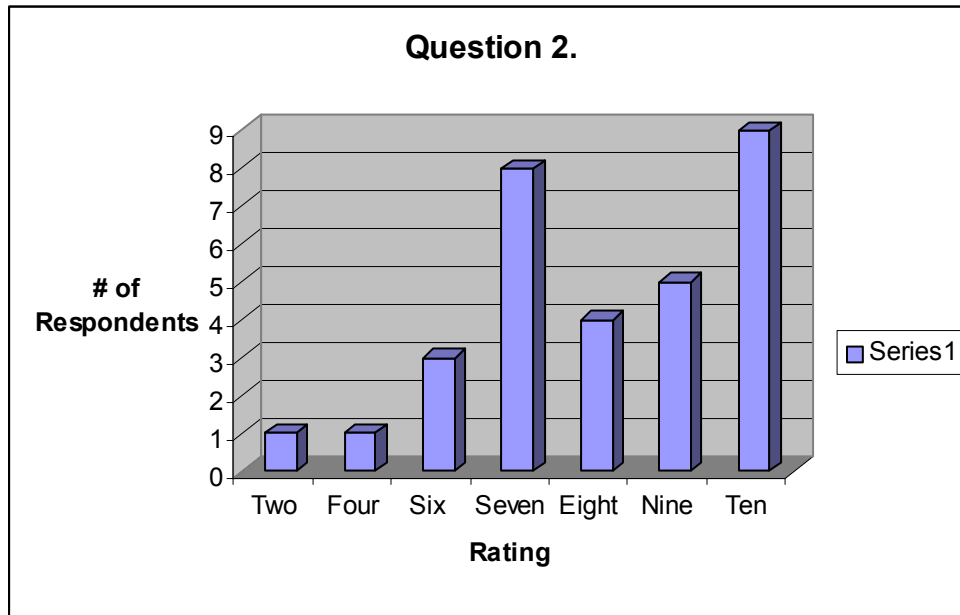
Column1	
Mean	7.967742
Standard Error	0.348526
Median	8
Mode	10
Standard Deviation	1.940513
Sample Variance	3.765591
Kurtosis	1.635733
Skewness	-1.09262
Range	8
Minimum	2
Maximum	10
Sum	247
Count	31

Colin: Question 3. When I clicked on "Question 3" responses for Question 4 came up. Is there a Question 3 or is this 3 and it was just mislabeled?

Question 4. What about the Online Dialogue did you think had the *least (most?)* value?

Colin: There were 3 responses that were exactly the same. It begins as follows: "Having an opportunity to use the technology for online interaction and learning…" Is this an error? I counted the 3 responses as 1. There were another 2 responses at the end, which read "interviews, length of conversation." Is that an error? Should I count it as one or two? I counted it as one.

Question 4.						
	1) Technology	2) Exchange of Ideas	3) Substance	4) Combo. of 1 & 2	5) Combo. of 1 & 3	**Total**
# of Respondents	6	12	2	4	2	**26**

There were a total of 26 responses to this question and they were sorted into three categories: 1) Technology, 2) Ability to exchange ideas with other practitioners, 3) Substance (interviews) of the Online Dialogue.   The first two categories received the largest number of responses. Approximately 46% (12/26) of the respondents identified the ability to exchange ideas and experiences with other practitioners as the most valuable outcome of the Online Dialogue.   For example, several of the participants commented that they enjoyed sharing their experiences and challenges with others. Another participant offered, "…The dialogue was a great way for a non-practitioner to learn."

The second largest category was "Technology." Approximately 23% (6/26) of the participants identified the opportunity to utilize and learn new technology as the most valuable experience of the Online Dialogue. Some also commented about the convenience of the technology. Further, four of the twenty-six respondents (54%) identified both technology and the "rich exchange of ideas" as the most valuable.

Lastly, two of the twenty-six respondents (8%)indicated the interviews ("Substance") as the most valuable part of the Online Dialogue and another two identified a combination of categories one and three. Two of the four respondents specifically identified the Gail Bingham discussion as the most valuable.

Question 4. What about the Online Dialogue did you think had the least value?

Question 4.							
	1) Chat Room	2) Technology	3) Substance	4) Combo. of 2 & 3	5) Other	6) None	**Total**
# of Respondents	8	5	4	1	2	5	**25**

There were a total of 25 responses to this question, which were sorted into five categories: 1) Chat Room, 2) Technology, 3) Substance, 4) None and 5) Other.   All of the respondents (8/25 or 32%) who expressed dislike or discomfort with the online chat option were placed into category one "Chat Room." For instance, some commented that it was difficult to follow comments. Yet another respondent in category one specifically noted that he/she was disappointed with the text only interview with Michael Harty. Anyone (5/25, 20%) who expressed discomfort or difficulty with the online medium or the technological aspect of the dialogue was placed into category two, "Technology". For example, one of the respondents commented, "…the instructions were not always clear FOR A BEGINNER."

Respondents who commented on substantive issues were placed into third category. For example, one respondent noted, "I found the dialogue between the guest and the speaker more interesting and dynamic than the guest's responses to the emailed questions and comments." Another person explained that although it was a probably necessary limitation, he/she disliked the "narrow range of overall topics presented." As noted in the above table, one person made a comment that addressed both substantive and technology discomfort issues: "Sometimes it felt too fast for me and sometimes it went in directions in which I wasn't interested."

The fourth category is labeled "None" for those who noted that they could not think of anything in particular. One person even commented, "it was all value added from my point of view."

Two respondents were placed in the "Other" category because their comments were difficult to place into one category without more information. For instance, one person said "a lot of info to sink into at once. Overwhelming." It was difficult to know if this person was commenting on the substance of the information (Substance) or the format in which it was presented (Technology).   The second person in this category explained that he/she was presented with an emergency situation during the first round and "I felt bad to have excluded someone…perhaps an opt out should have been included if you were really full."

Question 5. If you were to participate in another online dialogue, what changes would you suggest? (different topics, technology, number of type of participants, level of facilitation, etc.)

Question 5.						
	1) Facilitation	2) Participation	3) Timing	4) Other	5) None	**Total**
# of Respondents	10	4	4	1	4	**23**

There were a total of 23 responses to this question, which were sorted into ? categories: 1) Facilitation, 2) Participation, 3) Timing, 4) None and 5) Other.   All of the respondents (10/23 or   %) who offered a recommendation or suggestion regarding the facilitation of the dialogue were placed into the first category "Facilitation." Of those ten respondents, two suggested summarizing the discussions on a daily or weekly basis or "possibly obtaining a consensus on the ideas that emerge and using the results to refine the concepts." Another respondent offered, "…more pre-structure with materials, outline, pre-discussion questions, then the faciliated conversation expanding on the outline and responding to both the pre-sent questions as well as any emailed/chat room questions during the conversation.

Two of the ten (%) respondents were unsure how the dicussions ended or where the dicussions were when they logged in. Three of the ten expressed a desire for more live events. They suggested allowing more interactive exchanges through live Q&A sessions, possibly via call-ins. Of the remaining two, one expressed tha they wished the facilitator had "urged shorter answers to more of the questions." The second respondent wanted to "see more depth and integration of the converations."

The four respondents who expressed an idea or thought surrounding the level of participation were placed into the second category: "Participation." One person suggested incentives, reminder calls or personal emails to "compel" busy people to participate. One person recommended focusing on a small, dedicated group who are passionate about the topic. Contrarily one respondent recommended more participants in each session (i.e. panel dicsussion). That same respondent also suggested a broader range of topics. The last repondent placed in this category also wanted more topics. Further, this respondent added "The only technology that I thought didn't work was with Mike somebody from Chris Moore's group on an inline chatroom. It might have worked with just several people but with 20 or so it was overload."

 Four of the respondents were placed in the "Timing." Three of the four suggested: 1) more and shorter dialogues, 2) shorter time for answer questions, 3) narrower time windows. The fourth person in this category wanted a longer time span, which would lend a greater capacity to interact with and from Email.

One respondent was placed into the "Other" category. This person suggested not using the word "dialogue" because it creates a false expectation that it will be a dialogue in the

traditional sense of the word. The fourth category is labeled "None" for those who did not have any suggestions to offer.

Question 6. Part 1. Would you participate in another Online Dialogue about "best practice" issues?

Total Number of Responses: 31

 All 31 of the respondents marked "yes". 31/31 (100%)

Colin did you want to chart or graph this in anyway- it's pretty straight forward?

Question 6. Part 2. Would you participate in another Online Dialogue about "best practice" issues? If yes, what would you like to see addressed in future online dialogues?

Question 6. Part 2.							
	1) Process	2) Ethics	3) Neutrals	4) Other	5)None	Combo Of 2 & 4	**Total**
# of Respondents	9	3	2	5	2	1	**25**

Colin need more information to address this comment: "Yes, but as related to a compartive case approach on current hot button issues (see response to #5)."   What was this person's response #5?

And I did not understand 2 comments or wasn't really sure where to place them: "Difficult areas of practice Confidentiality issues Financial realities of practice affefcts 'Don't make my mistake" sharing"? "Best practices, approaches that don't work as well as "marks of success"

There were a total of 25 responses to this second part of Question 6. The responses were placed in four categories: 1) Process, 2) Ethics, 3) Neutrals, and 4) Other. Below is a list of the topics identified by the respondents in each category:

Process Issues:

- Reflective practice
- Technology in the DR process
- Utility of meeting summaries
- Accessing our failures to learn from them and identifying and avoiding red flags
- Agreement implementation and monitoring
- Joint fact-finding; multiparty monitoring
- Managing trust/relationship issues
- How to work w/clients, chairs, staff and other consultants
- Management processes in long-term environmental restoration projects

Ethical Issues:
- Mediated agreements which require approval by government agencies (**Note: 2 respondents identified this as a potential topic**)
- Various mediation styles (i.e. evaluative, facilitative)
- How to balance neutrality when hired as a consultant to one of the parties-

Neutrals:

- Choosing a neutral
- Policies regarding the use of internal neutrals by government agencies

Other:

- Claiming and defining neutrality
- How to invite parties to the table
- Legal/Policy Topics (Alternative Dispute Resolution Act, Federal Advisory Committee Act, National Environmental Policy Act)-
- Litigation mediation
- Balancing theory and practice
- International work

None:

There were two respondents who made comments, but they did not offer suggestions for specific topics. They were placed in this category.

Question 7. Part 1. Would you be interested in seeing an ongoing Online Dialogue site established to discuss "best practice" issues with other colleagues?

Question 7. Part. 1.			
	Yes	No	Total
# of Respondents	18	8	26
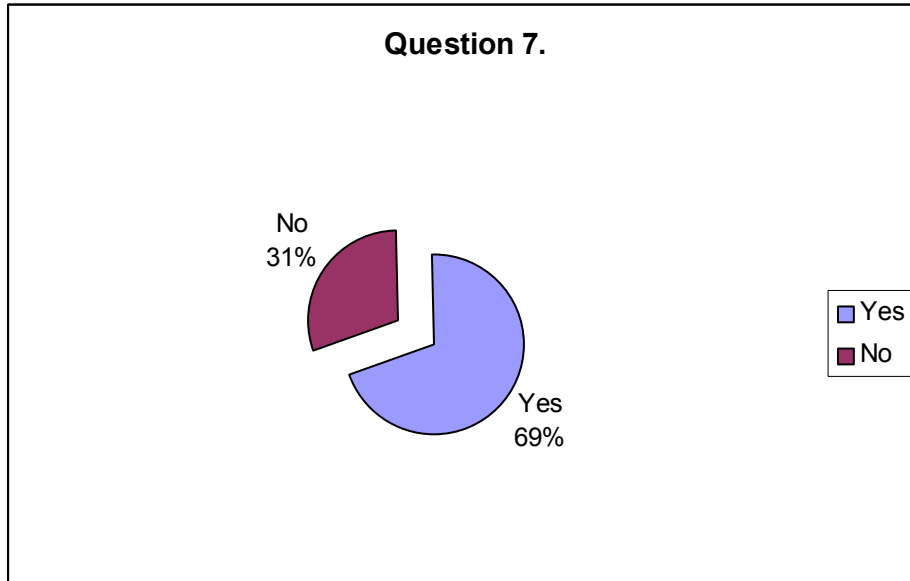
Question 7.

Question 7. Part 2. Would you be interested in seeing an ongoing Online Dialogue site established to discuss "best practice" issues with other colleagues? I would if…(please specify below)

Question 7. Part 2.				
	1) Participation	2) Summarize	3) Other	**Total**
# of Respondents	4	4	4	**12**

Question 7. Part 2.

Other
33%

Participation
34%

Summarize
33%

- Participation
- Summarize
- Other
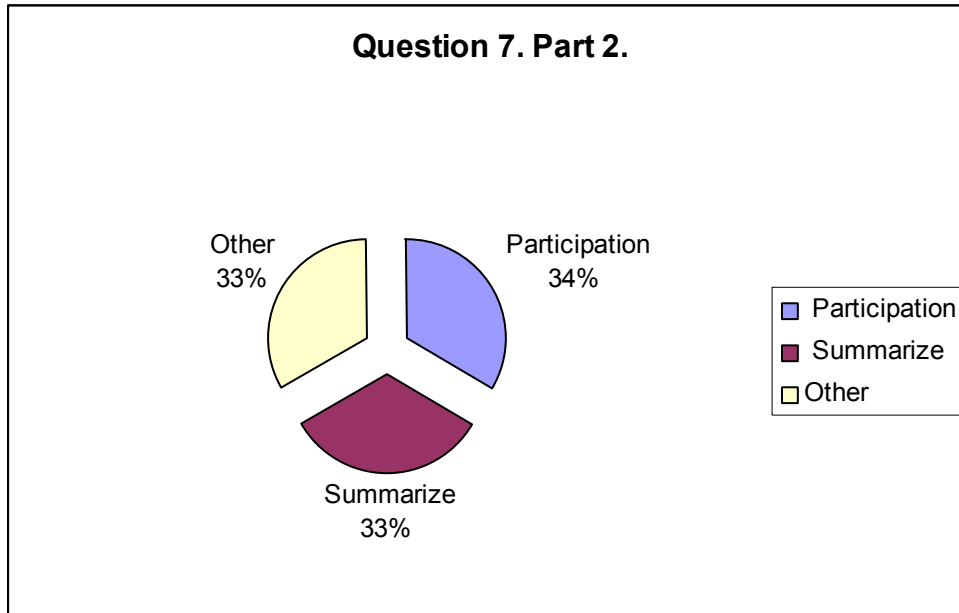
There were a total of 12 responses to second part of Question 7, which were sorted into ? categories: 1) Participation, 2) Summarizing, and 3) Other. The four respondents placed in the "Participation" category commented as follows: 1) a commitment from key players, 2) less arrogance from some participants, 3) contacting various groups to discuss issues of concern to them (Maryland mediators, USIECR roster, etc.). Two of the four respondents in the "Summarizing" category wanted the information yielded from the discussions synthesized. The other two respondents in this category commented about the tracking of threads: "Sometimes I could not get back to where I was in the thread. While the other person stated, "It were designed in a way so that people could 'lurk', and keep abreast of the general thread of discussions, while at the same time not overloading my inbox."
There were four respondents placed in the "Other" category. Their comments were as follows:

- I and others could interact with the guest.
- The dialogue would be time limited and spaced out perhaps running for 2 weeks every 6 weeks as in 2 weeks.

- The time frame was limited, the "best practices" scope was specified, and the conversation was summarized.
- Please, let's stop calling this "best practices."

Question 8. What kinds of resources related to "best practice" issues would you like to be able to access online?

Question 8.					
	Literature	Organizations	Practitioners	None	Total
# of Respondents	10	1	3	4	19

Colin need more information to address this comment: "Yes, but as related to a compartive case approach on current hot button issues (see response to #5)."   What was this person's response #5?
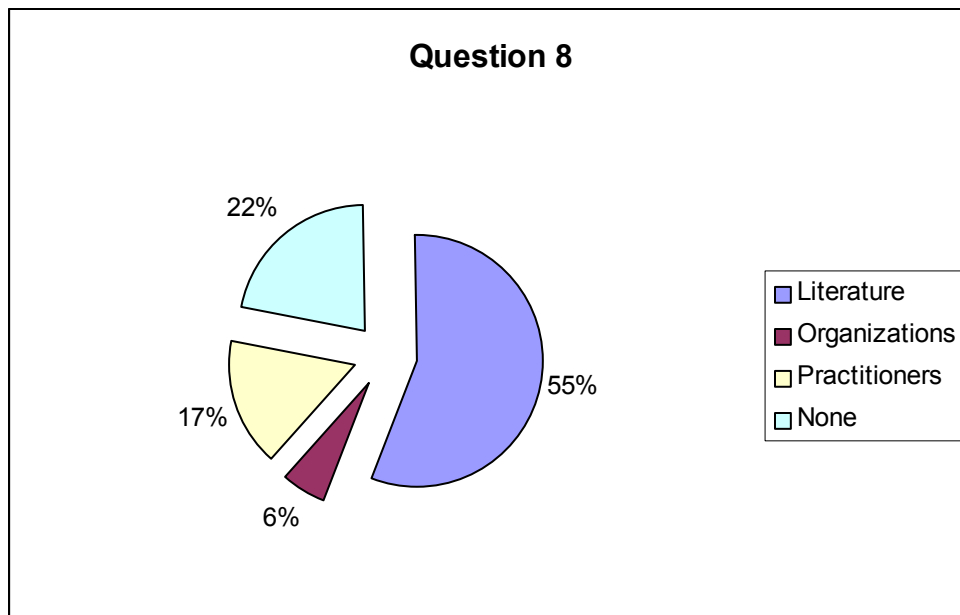
There were a total of 19 responses to Question 8. The responses were placed in four categories: 1) Literature, 2) Organizations, 3) Practitioners, and 4) None. Below is a list of the topics identified by the respondents in each category:

Literature

Meeting summaries
Articles
Bibliographies
Sample documents
Discussion papers
Examples of assessment reports, instruments and tools

Organizations

ACR
Crinfo
Negotiation Journal
CRQ
Cross-referenced material from CR colleagues

Practitioners

There were three respondents placed in this category. Two of the respondents wanted links to experienced practitioners. The last respondent in this category expressed a desire for interactive dialogue.

None

There were four respondents who made comments, but they did not offer suggestions for specific resources or their coments were not relevant to the question. Accordingly, they were placed in this category.

Question 9. What did you think about Key Question #1 and the threaded discussion that ensued: "When, if ever, is a conflict assessment a waste of time and money? What are appropriate criteria for determining when assessments are really needed, maybe needed, or not needed at all?"

Question 9.				
	Interesting	Provocative	OK	**Total**
# of Respondents	13	11	3	**27**

Question #9

	Interesting	Provocativ	OK
Series 1	13	11	3
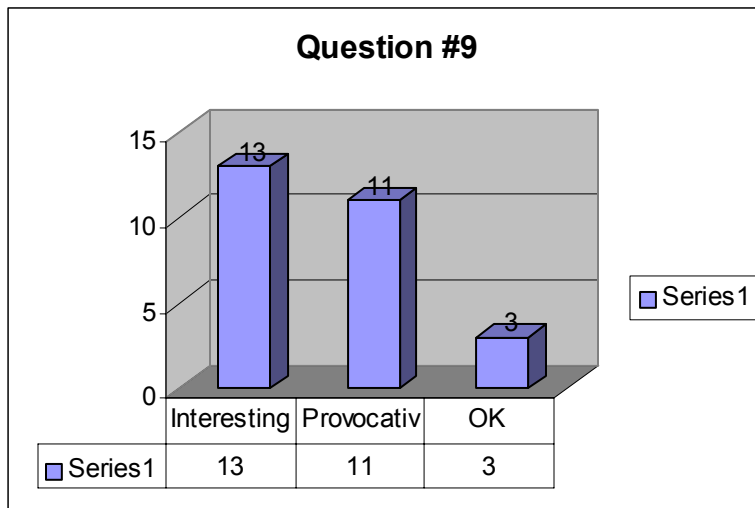
There was only one comment made in the "Other" section of Question 9 and it was as follows: "surprised to find some people felt assessment not necessary in certain conditions."