



**U.S. Department of
Transportation**

Name of Operating Administration: _____

Session location: _____

Mediator(s) Name: _____

PLEASE HELP US EVALUATE THIS PROGRAM BY ANSWERING THE FOLLOWING QUESTIONS ABOUT YOUR EXPERIENCE IN MEDIATION:

Circle the number that best answers each question. If the question does not apply, do not circle anything.

1. What was your role in the case?

- (a) Complainant
- (b) Supervisor (respondent)
- (c) Representative for complainant
- (d) Representative for management (respondent)

2. What is your grade level? _____

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

- (a) Fellow Employee
- (b) Attorney
- (c) Union Representative
- (d) Other please specify _____
- (e) Did not have representative

4. What was the basis of the EEO/EO complaint in this case?

Circle all that apply.

- | | |
|---------------------|----------------|
| (1) Race | (6) Disability |
| (2) Color | (7) Religion |
| (3) National origin | (8) Age |
| (4) Sex | |

(5) Sexual orientation

(9) Retaliation/reprisal

5. On what date did the dispute begin? _____

6. Please circle or describe the cause of the action of the dispute.

- (a) Promotion
- (b) Non-selection
- (c) Performance Rating
- (d) Disciplinary Action
- (e) Sexual Harassment
- (f) Other (please describe):

7. Please describe the relief requested in the dispute prior to mediation

Please answer the following questions about your last mediation session:

8. How long was this mediation session?

_____ (number of hours)

9. During the mediation, did you learn about the other party's view?

- (a) Yes
- (b) No

10. During the mediation session, did the other party learn about your view?

- (a) Yes
- (b) No

11. Did the mediation result in a settlement?

- (a) Yes – **Skip to question 13**
- (b) No
- (c) Partially

12. If the mediation failed to result in a settlement or resulted in a partial settlement, were there positive outcomes (such as, a better understanding of the issue or a better communications between the parties) that made it worthwhile?

- (a) Yes
- (b) No

If yes specify:

13. Thinking about your most recent mediation session, please assess the mediator's performance in the following areas as poor, fair, good, or excellent.

The mediator..... **Poor Fair Good Excellent**

| | | | | |
|--|----------|----------|----------|----------|
| a. inquired into facts of the complaint impartially | 1 | 2 | 3 | 4 |
| b. understood issue(s) of the complaint | 1 | 2 | 3 | 4 |
| c. assisted the parties with generating realistic options | 1 | 2 | 3 | 4 |
| d. clarified the issue(s) of the complaint | 1 | 2 | 3 | 4 |
| e. gained the confidence and trust of the parties | 1 | 2 | 3 | 4 |
| f. handled emotional issues satisfactorily | 1 | 2 | 3 | 4 |
| g. maintained effective manner (calm, sensitive, empathic, flexible, purposeful) | 1 | 2 | 3 | 4 |
| h. inspired confidence in the mediation process | 1 | 2 | 3 | 4 |
| i. honored confidentiality | 1 | 2 | 3 | 4 |

14. Thinking about your experience with mediation overall, please indicate if you strongly agree, somewhat agree, neither agree or disagree, somewhat disagree or strongly disagree with the following statements:

(Circle one on each line) **Strongly Agree Somewhat Agree Neither Somewhat Strongly Disagree Disagree**

| | | | | | |
|--|----------|----------|----------|----------|----------|
| a. You received sufficient information about mediation | 1 | 2 | 3 | 4 | 5 |
| b. You were comfortable with | 1 | 2 | 3 | 4 | 5 |

| | | | | | |
|---|----------|----------|----------|----------|----------|
| the session environment | | | | | |
| c. The mediation was fair | 1 | 2 | 3 | 4 | 5 |
| d. Your level of participation in the mediation was sufficient | 1 | 2 | 3 | 4 | 5 |
| e. Your views were addressed satisfactorily | 1 | 2 | 3 | 4 | 5 |
| f. The mediator helped clarify our goals | 1 | 2 | 3 | 4 | 5 |

15. Have you ever been through the EEO/EO COMPLAINT PROCESS before?

- (a) Yes
- (b) No – Skip to question 20

16. How many times have you been through the EEO/EO COMPLAINT PROCESS?

17. Please circle the highest level of any of your prior complaints:

- (a) Pre-complaint (Informal/Counseling)
- (b) Formal Complaint
- (c) EEO Hearing/Final Agency Decision
- (d) Court Decision

18. Did mediation take much less, less, the same, more, or much more time than the usual EEO/EO process? How did time in mediation relate to time in EEO/EO process?

Mediation took:

- (a) much less time
- (b) less time
- (c) the same amount of time
- (d) more time
- (e) much more time

19. Did the process save you resources when compared to pursuing the complaint through the conventional process?

- (a) Yes
- (b) No

20. Have you ever been through the ONE DOT mediation process before?

- (a) Yes
- (b) No

If yes, how many times? _____

21. Would you participate in mediation again?

- (a) Yes
- (b) No

22. Do you have additional comments or suggestions to improve the Program?
