*Your Name:*_____
*Case Name:*_____
*Mediator:*_____

American Arbitration Association
Dispute Resolution Services Worldwide

Post-Mediation Evaluation

Please circle the number that most closely represents your experience: *Poor* *Somewhat Helpful* *Good* *Excellent*

Please evaluate your experience with your mediation: 1 2 3 4 5 6 7 8 9 10

The mediation ended in: _____Full Agreement _____Partial Agreement _____Non-Agreement

Is the agreement fair and workable for all parties? 1 2 3 4 5 6 7 8 9 10

Do you feel you were able to contribute to the agreement? 1 2 3 4 5 6 7 8 9 10

If you did not reach full agreement, did the process bring you any closer to settlement? Yes No

How much time was spent in mediation? _____

Did the mediation help to expedite the outcome of your dispute? Yes No

Did the use of mediation lower your overall cost of settling the dispute? Yes No

What did you like best about the mediation? _____

_____

What suggestions (if any) do you have? _____

_____

Would you recommend the mediation process to a friend/colleague?: Yes No

Please circle the number that most closely represents your experience: *Poor* *Somewhat Helpful* *Good* *Excellent*

Please evaluate your mediator: 1 2 3 4 5 6 7 8 9 10

How did the mediator protect confidentiality? 1 2 3 4 5 6 7 8 9 10

Did the mediator understand the issues of the case? 1 2 3 4 5 6 7 8 9 10

Did the mediator maintain neutrality? 1 2 3 4 5 6 7 8 9 10

Would you use this mediator again? Yes No

Comments: _____

Please evaluate your satisfaction with the American Arbitration Association (AAA):

Did we meet your needs with respect to scheduling? _____

_____

Was the location/environment convenient, comfortable, conducive? 1 2 3 4 5 6 7 8 9 10

What was your overall satisfaction with AAA? 1 2 3 4 5 6 7 8 9 10

Would you recommend the **American Arbitration Assn.** to a friend/colleague? Yes No

Other comments? _____

Thank you for taking the time to give us this valuable feedback.
We would enjoy the opportunity to serve you again.