

Mediation Evaluation Summary

8/22/07 through 3/18/09

1. With regard to ODR, please indicate your satisfaction with the staff explaining the mediation procedures, contacting the parties and scheduling the mediation.

407 Satisfied
 22 Neutral
 3 Dissatisfied
 2 No Response

Now think about the mediator in your case. Circle a response which represents your opinion about the following questions.

	Yes	Undecided	No	No Response
2. Did the mediator explain the mediation process his/her role in mediation each party's role in mediation	432	1	2	<input type="checkbox"/>
	426	2	2	2
	424	2	4	2
3. Did the mediator listen to your concerns understand the issues treat you with respect help you clarify and prioritize your concern	427	5	1	1
	412	14	4	3
	428	1	<input type="checkbox"/>	3
	397	16	<input type="checkbox"/>	3
4. Did the mediator foster an environment where ideas and concerns could be shared mutual respect and understanding were encouraged the parties could work together to develop solutions anger and tension could be expressed constructively	420	10	3	<input type="checkbox"/>
	423	7	5	<input type="checkbox"/>
	411	16	7	<input type="checkbox"/>
	411	15	6	3
5. If the parties had difficulty developing solutions, did the mediator help the parties move past serious differences clarify information problem solve	316	38	26	25
	375	10	6	21
	341	23	20	22
6. Did you trust your mediator?	411	14	3	1
7. How could the mediator have been more helpful?	[See attached responses]			

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	Yes	Undecided	No	No Response
8. Was the mediation process what you expected?	360	29	29	3
9. Was there an agreement on all of the clarified issues? If not please identify those issues and explain why they were not resolved?	236	2	73	33
	<i>[See attached responses]</i>			
10. Is an IEP, IFSP or service agreement meeting scheduled to accommodate any changes resulting from the mediation agreement.	208	27	162	0
11. Would you contact ODR and request mediation services for any future special education disputes?	398	18	11	3
12. As a result of this mediation, do you feel that you have established better communication with the other party, a better understanding of their concerns, and be able to discuss issues more openly and constructively in the future?	223	49	83	4
13. Overall, how satisfied were you with the results of mediation?				

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Neutral	Not Sure	No Response
1	146	24	6	42	4	4