

**Wisconsin Special Education  
Mediation System  
Participant Survey Report  
2000 - 2008  
(n=1204)**

**1. Role of the person completing the survey.  
(n=1196; this item not completed on 8 surveys)**

	<b>%</b>	<b>n</b>
Special Education Director	19.4	232
Mother	14.5	173
Others	16.2	194
District Administrator	9.4	112
Regular Education Teacher	7.8	93
Advocate	7.1	85
Father	6.5	78
Special Education Teacher	5.1	61
School Psychologist	4.3	52
Principal	3.2	38
Social Worker	2.1	25
Other Family	1.8	21
Speech & Language Pathologist	1.3	16
Student	.5	6
Adult Student over 18	.3	3
Physical Therapist	.3	3
Occupational Therapist	.3	4

**Mediation Process:** the following statements address the participants' perception of the process of mediation

**1. The participant understood mediation.  
(n=1194; this item not completed on 10 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	57.4	685
Agree	36.8	439
Slightly agree	3.4	41
No opinion	.6	7
Slightly disagree	.9	11
Disagree	.4	5
Strongly disagree	.5	6

**Note:** 97.6% of the participants understood the mediation process.

**2. The participant believes it is important to be a part of the decision making process.**

**(n=1196; this item not completed on 8 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	63	753
Agree	26	311
Slightly agree	5.3	63
No opinion	4	48
Slightly disagree	.8	9
Disagree	.5	6
Strongly disagree	.5	6

**Note:** 94.2% of the participants believed it is important to be a part of the decision making process.

**3. The participant believes that he/she was given an opportunity to be a part of the decision making process.**

**(n=1196; this item not completed on 8 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	53	634
Agree	32	383
Slightly agree	7.1	85
No opinion	4.1	49
Slightly disagree	1.4	17
Disagree	1.4	17
Strongly disagree	.9	11

**Note:** 92.1% of the participants believed that they were a part of the decision making process.

**4. The participant was given the opportunity to explain concerns**

**(n=1194; this item not completed on 10 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	56.5	675
Agree	31.5	376
Slightly agree	5	60
No opinion	2.9	35
Slightly disagree	1.5	18
Disagree	1.5	18
Strongly disagree	1	12

**Note:** 93 % of the participants believe they were given the opportunity to explain concerns.

**5. The participant believed that mediation provided a satisfactory outcome.**

**(n=1187; this item not completed on 17 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	35.1	417
Agree	35.9	426
Slightly agree	11	130
No opinion	4.6	55
Slightly disagree	3.4	40
Disagree	5.5	65
Strongly disagree	4.5	54

**Note:** 82% of the participants believed that mediation provided a satisfactory outcome.

**6. The participant was satisfied with the mediation process**

**(n=1195; this item not completed on 9 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	41.9	501
Agree	38.8	464
Slightly agree	7.4	89
No opinion	3.7	44
Slightly disagree	2.8	34
Disagree	3	36
Strongly disagree	2.3	27

**Note:** 88.2% of the participants were satisfied with mediation.

**7. The participant would use mediation again.**

**(n=1191; this item not completed on 13 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	52	619
Agree	31.2	372
Slightly agree	6.4	76
No opinion	6.9	82
Slightly disagree	1.3	15
Disagree	1	12
Strongly disagree	1.3	15

**Note:** 89.6% of the participants would use mediation again.

**About the Mediator:** the following statements address the participants' perception of the mediator.

**1. The participant believed that it is important for the mediator to be knowledgeable in special education. (n=1195; this item not completed on 9 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	52	621
Agree	32.1	384
Slightly agree	9.6	115
No opinion	2.8	34
Slightly disagree	1.8	22
Disagree	1.4	17
Strongly disagree	.2	2

**Note:** 93.7% of the participants believed it is important for the mediator to be knowledgeable in special education.

**2. The participant believed that the mediator knew a lot about special education. (n=1192; this item not completed on 12 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	33.8	403
Agree	37	441
Slightly agree	10.1	120
No opinion	12.2	145
Slightly disagree	3	36
Disagree	2.4	29
Strongly disagree	1.5	18

Note: 80.9% of the participants believed that the mediator was knowledgeable in special education.

**3. The participant believed that the mediator explained the process thoroughly (n=1192; this item not completed on 12 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	62.2	741
Agree	29.6	353
Slightly agree	4.9	58
No opinion	1.4	17
Slightly disagree	.9	11
Disagree	.6	7
Strongly disagree	.4	5

**Note:** 96.6% of the participants believed the mediator explained the process thoroughly.

**4. The participant believed that the mediator was neutral  
(n=1191; this item not completed on 13 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	57	679
Agree	28.1	335
Slightly agree	1.9	23
No opinion	3.7	44
Slightly disagree	2.9	34
Disagree	3.2	38
Strongly disagree	3.2	38

**Note:** 87% of the participants believed the mediator was neutral.

**5. The participant believed that the mediator was respectful  
to all parties.**

**(n=1193; this item not completed on 11 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	70.2	837
Agree	24.6	293
Slightly agree	2.3	27
No opinion	.8	10
Slightly disagree	.7	8
Disagree	.3	4
Strongly disagree	1.2	14

**Note:** 97% of the participants believed the mediator was respectful to all parties.

**6. The participant believed that the mediator pressured  
him/her.**

**(n=1192; this item not completed on 12 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	1.4	17
Agree	1.8	21
Slightly agree	2.6	31
No opinion	3.8	45
Slightly disagree	2.2	26
Disagree	28.7	342
Strongly disagree	59.6	710

**Note:** 5.8% of the participants believe that the mediator pressured them.

**7. The participant believed that the mediator created a comfortable environment (n=1194; this item not completed on 10 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	49.8	594
Agree	37.4	446
Slightly agree	5.5	65
No opinion	3.2	38
Slightly disagree	1.7	20
Disagree	1.5	18
Strongly disagree	.9	11

**Note:** 92.7% of the participants believed that the mediator created a comfortable environment.

**8. The participant believed that the mediator used time adequately. (n=1194; this item not completed on 10 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	39.4	470
Agree	39.9	376
Slightly agree	8.8	105
No opinion	2.4	29
Slightly disagree	4.9	58
Disagree	2.6	31
Strongly disagree	2.1	25

**Note:** 88% of the participants believed that the mediator used time adequately.

**9. The participant believed that the mediator was organized. (n=1195; this item not completed on 9 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	48.5	580
Agree	29.2	368
Slightly agree	5.9	70
No opinion	1.3	15
Slightly disagree	2.5	30
Disagree	1	12
Strongly disagree	1.7	20

**Note:** 93.6% of the participants believed that the mediator was organized.

**10. The participant believed that the mediator kept the meeting focused.**

**(n=1192; this item not completed on 12 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	48.9	583
Agree	32.8	391
Slightly agree	4.3	51
No opinion	2.9	34
Slightly disagree	6	72
Disagree	3	36
Strongly disagree	2.1	25

**Note:** 86% of the participants believed that the mediator kept the meeting focused.

**11. The participant would use the mediator again.**

**(n=1189; this item not completed on 15 surveys)**

	<b>%</b>	<b>n</b>
Strongly agree	54.2	645
Agree	29.9	355
Slightly agree	3.8	45
No opinion	6.3	75
Slightly disagree	1.3	16
Disagree	1.9	23
Strongly disagree	2.5	30

**Note:** 87.8% of the participants would use this mediator again.

**12. An agreement was reached during the mediation process**

**(n=328; this item not completed on 876 surveys)**

	<b>%</b>	<b>n</b>
Yes	84.8	278
No	15.2	50

**About the Agreement:** the following statements address the participants' perception about the agreement that was reached.

**NOTE: The following items were only completed if an agreement WAS reached.**

- 1. The participant was satisfied with the agreement.  
(n=967; this item not completed on 237 surveys)  
Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	31.1	301
Agree	46.4	449
Slightly agree	8.7	84
No opinion	8.1	78
Slightly disagree	2.5	24
Disagree	1.9	18
Strongly disagree	1.3	13

**Note:** 86.2% of the participants were satisfied with the agreement.

- 2. The participant believed that the agreement will solve the problem.  
(n=978; this item not completed on 226 surveys)  
Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	27.3	267
Agree	40.3	394
Slightly agree	14.1	138
No opinion	6	59
Slightly disagree	4.6	45
Disagree	5.2	51
Strongly disagree	2.5	24

**Note:** 81.7% of the participants believed that the agreement will solve the problem.



**3. The participant believed that the other parties will follow through with the agreement.**

**(n=979; this item was not completed on 225 surveys)**

**Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	23.9	234
Agree	36.6	358
Slightly agree	14.9	146
No opinion	10.2	100
Slightly disagree	6.5	64
Disagree	5.7	56
Strongly disagree	2.1	21

**Note:** 75.4% of the participants believed that the other parties will follow through with the agreement.

**4. The participant believed that the outcome was better than expected.**

**(n=976; this item was not completed on 228 surveys)**

**Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	19.5	190
Agree	29.9	292
Slightly agree	16.7	163
No opinion	18.6	182
Slightly disagree	7.6	74
Disagree	4.8	47
Strongly disagree	2.9	28

**Note:** 66.1% of the participants believed that the outcome was better than expected.

**Agreement not Reached:** the following statements address the participants' perception if an agreement was **NOT** reached.

- 1. The participant believed the mediator was effective. (n=176; this item was not completed on 1028 surveys). Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	33	58
Agree	39.2	69
Slightly agree	6.8	12
No opinion	5.7	10
Slightly disagree	7.4	13
Disagree	5.1	9
Strongly disagree	2.8	5

**Note:** 79% of the participants believed that the mediator was effective.

- 2. The participant believed that other parties were unwilling to negotiate (n=176; this item was not completed on 1028 surveys). Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	36.4	64
Agree	22.7	40
Slightly agree	12.5	22
No opinion	7.4	13
Slightly disagree	5.7	10
Disagree	8	14
Strongly disagree	7.4	13

**Note:** 71.6% of the participants believe that the others were unwilling to negotiate.

- 3. The participant felt pressured to make a decision (n=175; this item was not completed on 1029 surveys). Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	51.	9
Agree	5.1	9
Slightly agree	4.6	8
No opinion	12	21
Slightly disagree	4.6	8
Disagree	37.1	65
Strongly disagree	31.4	55

**Note:** 14.9% of the participants felt pressured to make a decision.

- 4. The participant believed that their viewpoint was not respected. (n=173; this item was not completed on 1031 surveys). Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	9.8	17
Agree	7.5	13
Slightly agree	6.4	11
No opinion	8.7	15
Slightly disagree	10.4	18
Disagree	32.4	56
Strongly disagree	24.9	43

**Note:** 23.7% of the participants believed that their viewpoint was not respected.

- 5. The participant believed that others would not follow through with agreement (n=166; this item was not completed on 1038 surveys). Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	12	20
Agree	16.3	27
Slightly agree	16.9	28
No opinion	27.7	46
Slightly disagree	6	10
Disagree	12	20
Strongly disagree	9	15

**Note:** 45.2% of the participants believed that others would NOT follow through with an agreement.

- 6. The participant believed that there was no acceptable resolution (n=158; this item was not completed on 1046 surveys). Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	8.2	13
Agree	7.6	12
Slightly agree	9.5	15
No opinion	11.4	18
Slightly disagree	5.7	9
Disagree	37.3	59
Strongly disagree	20.3	32

**Note:** 25.3% of the participants believed that there was not acceptable resolution.

- 7. The participant planned on taking legal action. (n=165; this item was not completed on 1039 surveys). Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	7.9	13
Agree	7.3	12
Slightly agree	3.6	6
No opinion	36.4	60
Slightly disagree	1.2	2
Disagree	16.4	27
Strongly disagree	27.3	45

**Note:** 18.8% of the participants plan on taking legal action.

- 8. The participant was unwilling to negotiate a resolution. (n=168; this item was not completed on 1036 surveys). Note: This item only answered by participants when an agreement was reached.**

	<b>%</b>	<b>n</b>
Strongly agree	4.8	8
Agree	1.8	3
Slightly agree	3	5
No opinion	10.7	18
Slightly disagree	3.6	6
Disagree	27.4	46
Strongly disagree	48.8	82

**Note: 9.5% of the participants believed that they were unwilling to negotiate a resolution.**