

# SPARC Mediation Feedback Form

Please circle the responses that best represent your experience and return this survey using the prepaid envelope. You can also complete this questionnaire online by visiting <http://tiny.cc/sparcmed> or scanning this QR code with your smartphone:



## *Pre-Mediation Communication with SPARC Staff*

1. How satisfied were you with staff's willingness to listen to your concerns and answer your questions about mediation?

*Not at all      A Little      Somewhat      Satisfied      Very Satisfied*

2. How satisfied were you with the time, attention, and information you received from staff prior to mediation?

*Not at all      A Little      Somewhat      Satisfied      Very Satisfied*

3. How satisfied were you with the coordination and communication of the mediation date, time and location?

*Not at all      A Little      Somewhat      Satisfied      Very Satisfied*

## *The Mediator and Mediation Process*

4. The mediator thoroughly explained the role and responsibilities of the mediator and the participants relative to the mediation process.

*Not at all      A Little      Somewhat      True      Very True*

5. The process promoted listening and understanding among the participants.

*Not at all      A Little      Somewhat      True      Very True*

6. The mediator was fair and unbiased throughout the mediation.

*Not at all      A Little      Somewhat      True      Very True*

7. The mediator heard and understood my goals and concerns.

*Not at all      A Little      Somewhat      True      Very True*

8. The mediator helped clarify and prioritize all concerns.

*Not at all      A Little      Somewhat      True      Very True*

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Circle the responses that best represent your experience.

9. The participants were encouraged to offer their own solutions and to determine the outcome of the mediation.

*Not at all*      *A Little*      *Somewhat*      *True*      *Very True*

## **Mediation Outcomes**

10. Mediation had a positive influence on my relationship and communication with the other party.

*Not at all*      *A Little*      *Somewhat*      *True*      *Very True*

11. The mediator drafted an agreement that was written in the participants' own words.

*Not at all*      *A Little*      *Somewhat*      *True*      *Very True*      *N/A*

12. Overall, participating in mediation was a positive experience.

*Not at all*      *A Little*      *Somewhat*      *True*      *Very True*

13. Based on this experience, I would utilize SPARC again and/or recommend mediation to others.

*No*      *Maybe*      *Yes*

Additional comments or suggestions:

I participated in this mediation as a representative of:

\_\_\_\_\_ Parent/Student Concerns

\_\_\_\_\_ District/School Concerns

Mediation Date: \_\_\_\_\_

**Thank you!**