

# SHARED NEUTRALS

An Alternative Dispute Resolution Exchange  
Sponsored by the Oregon Federal Executive Board

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## EVALUATION

Case # \_\_\_\_\_ Mediator Names: \_\_\_\_\_

Your satisfaction is our primary concern. Your honest feedback of the process you participated in is very important. Please answer the questions by circling responses that most accurately represent your view. Please comment where you feel it is appropriate.

**Your feedback is useful to the quality of our program. Thank you.**

1. How would you rate the quality of the mediation services?  
5                      4                      3                      2                      1  
Excellent              Good                      Average              Fair                      Poor
2. Did the services meet your needs?  
5                      4                      3                      2                      1  
Almost All              Most                      Some                      Few                      None
3. Did you feel the services or processes were fair and impartial?  
5                      4                      3                      2                      1  
Yes                      Mostly                      Average                      Somewhat                      No
4. Do you feel your situation will improve as a result of using mediation?  
5                      4                      3                      2                      1  
Yes                      Somewhat                      Undecided                      Not Much                      No
5. Please rate listening and communication skills of the Shared Neutrals mediators:  
5                      4                      3                      2                      1  
Excellent              Good                      Average                      Below Average                      Poor

6. Would you rate this mediation as successful? Why?

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7. Would you recommend this service to your co-workers? Why?

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8. Do you have any suggestions for how to make this service more useful or responsive?

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Please complete and return this evaluation to:  
Kyle Huddleston, Shared Neutrals Program Coordinator  
3106 Pierce Parkway, Suite D  
Springfield, OR 97477

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Your Name(Optional)