

## Mediation Evaluation Results Summary

**July 1, 2019 - June 30, 2020**

Please evaluate the mediation process by rating the following items in terms of whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree. Your answers will help us improve our services. Thank you.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Agree	Disagree
1.) The mediation process was adequately explained to me by the mediators and/or the program staff.	86%	13%	1%	0%	0%	99%	0%
2.) As a result of the explanation of mediation, I understood the mediation process before the session began.	80%	17%	3%	0%	0%	97%	0%
3.) The mediators listened to what I had to say without judging me or my ideas.	87%	12%	1%	0%	0%	99%	0%
4.) I was able to express myself, my thoughts, and my concerns during the mediation process.	81%	15%	3%	0%	0%	96%	1%
5.) Through this process, I think I understand the other people involved in the conflict better.	56%	23%	16%	3%	2%	79%	5%
6.) Through this process, I think the other people involved in the conflict understand me better.	51%	22%	20%	5%	3%	72%	7%
7.) I would bring other conflicts to mediation in the future.	66%	21%	10%	2%	1%	88%	2%
8.) I would recommend mediation to others involved in conflicts.	73%	19%	7%	0%	1%	92%	1%
9.) As of today I'm satisfied with the process of mediation.	70%	19%	9%	1%	2%	88%	3%
10.) As of today, I am satisfied with the results of the mediation.	61%	18%	14%	3%	4%	79%	7%

	Yes	No
Did you reach an agreement in the mediation?	67%	33%
Do you think your conflict is resolved?	55%	45%

	I Did	The other participant did	The Mediators Did	N/A Didn't
Who came up with the ideas for solutions? (check all that apply)	54%	51%	22%	19%

Total Mediation Evaluations

822