

Campus Mediation Services
University of Missouri-Kansas City
4825 Troost, Room 214F
(816) 235-5738
mediation@umkc.edu

Mediation Evaluation Form

Thank you for taking the time to fill out this evaluation form. Your feedback helps us improve the Campus Mediation Service. If you have any questions about this form or have specific concerns about how your mediation was handled, please contact the Program Director, Campus Mediation Services at ext. 5738.

Use the following scale to indicate the extent to which you agree or disagree with each statement. Circle the number that best represents your choice:

- 1 – strongly disagree
2 – somewhat disagree
3 – somewhat agree
4 – Strongly agree
5 – Don't know, unable to determine or not applicable

Intake and scheduling

- | | |
|--|-----------|
| a. My request for mediation was promptly addressed | 1 2 3 4 5 |
| b. The mediation was scheduled in a timely manner | 1 2 3 4 5 |
| c. I felt comfortable with the location of the mediation | 1 2 3 4 5 |
| d. The information I received answered my questions | 1 2 3 4 5 |

Mediator performance

- | | |
|--|-----------|
| e. The mediator clearly explained what was going to happen | 1 2 3 4 5 |
| f. The explanation of confidentiality was clear | 1 2 3 4 5 |
| g. I felt like the mediator treated both of us the same | 1 2 3 4 5 |
| h. The mediator listened carefully and understood what I said | 1 2 3 4 5 |
| i. The mediator helped me clarify my own thinking | 1 2 3 4 5 |
| j. The mediator helped me understand more about the other person | 1 2 3 4 5 |
| k. I learned new information about the other person | 1 2 3 4 5 |
| l. The mediator made it easier for me and the other person to talk to each other | 1 2 3 4 5 |
| k. The mediator helped me express my emotions in a helpful way | 1 2 3 4 5 |
| m. The mediator encouraged a respectful environment | 1 2 3 4 5 |
| n. The mediator guided the conversation without taking over | 1 2 3 4 5 |
| o. The mediator left all decision-making to me and the other person | 1 2 3 4 5 |

Mediation process

- | | |
|---|-----------|
| p. I felt like the mediation was fair | 1 2 3 4 5 |
| q. We came up with new ideas for addressing our situation | 1 2 3 4 5 |
| r. I was satisfied with the decisions we made | 1 2 3 4 5 |
| s. I feel like our working relationship will improve | 1 2 3 4 5 |
| t. I would use mediation again | 1 2 3 4 5 |

Comments:

JM:c:\umkc\mediatxn.ev