

**Important!** The form should be completed IN CAPITAL LETTERS using a BLACK or DARK BLUE ballpoint/fountain pen. Characters and marks used should be similar in the style to the following:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 1 2 3 4 5 6 7 8 9 0 ☒ ☒

## Post-Mediation Survey

Please submit your completed evaluation by mail or fax within 10 days after the mediation is over [Local Rule 3-125].

Superior Court of California, COUNTY OF SAN JOAQUIN

180 E. Weber Avenue, Ste. 200, Stockton, CA 95202

Fax: (209) 992-5634 or E-mail: [gpreo@sccourts.org](mailto:gpreo@sccourts.org)

Your responses will be used to improve the Mediation Program and to provide feedback to mediators. Staff outside the mediation program and trial judges will not see specific survey forms. No identifying information about you will be released.

1. Case Name: \_\_\_\_\_

2. Case Number: \_\_\_\_\_

3. Case Type: ☐ Personal Injury - Auto ☐ Real Property ☐ Collections  
☐ Personal Injury - Other ☐ Employment ☐ Other (specify): \_\_\_\_\_  
☐ Contract ☐ Construction \_\_\_\_\_

4. Name of Mediator (Last, First): \_\_\_\_\_

5. Date of Mediation: \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_

6. What is your role in this case?

Party

Attorney

Other

☐ Plaintiff (person filing lawsuit)

☐ Attorney for plaintiff

☐ Claims representative

☐ Defendant (person being sued)

☐ Attorney for defendant

☐ Specify: \_\_\_\_\_

7. If you are a party, are you represented by an attorney in this case?

☐ Yes ☐ No

8. How many previous mediations have you participated in? ☐ 0

☐ 1-5 ☐ 6-10 ☐ more than 10

9. How satisfied were you with the following in this case:

Highly  
Satisfied

Satisfied

Neutral

Dissatisfied

Highly  
Dissatisfied

a. Your overall experience with the mediation.

☐☐☐☐☐

b. The mediator's services.

☐☐☐☐☐

c. Court mediation program staff services.

☐☐☐☐☐

d. Convenience of the location for mediation.

☐☐☐☐☐

e. Convenience of the times available to mediate.

☐☐☐☐☐

10. Would you choose to use mediation in the future?

☐ Yes ☐ Possibly ☐ No

11. Please indicate whether you agree with the following statements about the impact of mediation in this case.

Strongly  
Agree

Agree

Neither Agree  
Nor Disagree

Disagree

Strongly  
Disagree

a. Mediation in this case saved me time.

☐☐☐☐☐

b. Mediation in this case saved me money.

☐☐☐☐☐

c. Mediation decreased tension between the parties.

☐☐☐☐☐

12. Who selected the mediator in this case? ☐ Parties

☐ Attorneys

☐ Court

a. Which of the following were important in choosing this mediator (mark all that apply):

☐ Used this mediator before

☐ Mediation training

☐ Office location convenient

☐ Mediator was recommended

☐ Mediation experience

☐ Mediator's fees

☐ Mediator was on court's list

☐ Mediation style

☐ Other (specify) \_\_\_\_\_

☐ Language/Culture

☐ Professional background

7941203343866

**13. Please indicate whether you agree with the following statements about your experience with THIS mediator.**

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
a. The mediator clearly explained what would happen in the mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The mediator gave each party a chance to talk about what was important to them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The mediator understood what was important to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The mediator helped me understand the other party's point of view better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The mediator helped the other party understand my point of view better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The mediator understood the subject matter of the case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The mediator helped me to think about different ways of solving the dispute.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The mediator treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The mediator treated me fairly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The mediator maintained confidentiality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. I would use this mediator again.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. In this mediation, the mediator: ☐ Wasn't active enough in encouraging settlement. ☐ Applied too much pressure to settle.  
☐ Appropriately encouraged settlement. ☐ I don't know.

15. Did you reach an agreement (including a partial agreement)? ☐ Yes ☐ No

**IF YOU REACHED AN AGREEMENT, please answer the following questions:**

16. The agreement settled: ☐ The whole case ☐ Some of the issues in the case

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
17. Please indicate whether you agree with the following statements.					
a. The agreement is fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I am confident that the parties will keep the agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. We would not have reached agreement without the mediator's help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. We reached resolution more quickly than we would have without mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**IF YOU DID NOT REACH AN AGREEMENT, please answer the following questions:**

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
18. Mediation moved the case toward settlement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Please indicate whether the following factors contributed to not reaching an agreement in mediation (mark all that apply).					
<input type="checkbox"/> An essential party did not attend.			<input type="checkbox"/> Additional information exchange/discovery was needed.		
<input type="checkbox"/> A party was uncooperative.			<input type="checkbox"/> The mediator lacked sufficient skills or expertise.		
<input type="checkbox"/> A party lacked authority to settle.			<input type="checkbox"/> Other (specify): _____		

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20. Please rate the services provided by the court mediation program in this case.

	Excellent	Good	Fair	Poor	N/A
a. Staff communications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Information about mediation provided before the mediation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you are represented by an attorney in this case, please answer questions 25 and 26. If you are an attorney or are representing yourself in this case, please answer questions 21 through 26.**

21. What was the amount in controversy in the case at the time of the mediation?

- ☐ \$0-\$7,500
 ☐ \$25,001-\$50,000
 ☐ \$100,001-\$500,000
 ☐ \$1,000,001+
 ☐ \$7,501-\$25,000
 ☐ \$50,001-\$100,000
 ☐ \$500,001-\$1,000,000

22. Was any non-monetary relief requested? ☐ Yes ☐ No

23. Please estimate the amount by which mediation increased or decreased your client's (or your) costs of resolving the dispute (costs include attorney fees, expert witness fees, and other costs, but not the cost of any settlement paid)?

- ☐ Decreased by:
 ☐ Increased by:
 ☐ \$0
 ☐ \$5,001-\$10,000
 ☐ \$25,001-\$50,000
 ☐ \$100,001-\$250,000
 ☐ \$1-\$5,000
 ☐ \$10,001-\$25,000
 ☐ \$50,001-\$100,000
 ☐ \$250,001+

24. Did using mediation increase or decrease your court appearances and trial days in this case?

a. Court Appearances (Hearings, Conferences and Motions):

- ☐ Decreased
 ☐ Increased
 ☐ 0
 ☐ 1
 ☐ 2-4
 ☐ 5-10
 ☐ 11+

b. Trial Days: ☐ Decreased ☐ Increased ☐ 0 ☐ 1 ☐ 2-4 ☐ 5-10 ☐ 11-20 ☐ 21+

25. Please tell us more about your experience:

a. Things I liked about the mediation: \_\_\_\_\_

b. Things I didn't like about the mediation: \_\_\_\_\_

c. We welcome any other comments or suggestions you may have regarding the mediator used in this case or the ADR program: \_\_\_\_\_

26. Please help us learn more about the people our program is serving.

Zip Code: \_\_\_\_\_

Age Range: ☐ 18-21 ☐ 22-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60-69 ☐ 70+ years

What languages do you usually speak at home?

☐ English ☐ Spanish ☐ Chinese ☐ Other (please specify): \_\_\_\_\_

Ethnicity: ☐ American Indian/Alaskan Native ☐ Latino or Hispanic ☐ Other (specify): \_\_\_\_\_

☐ Asian ☐ Native Hawaiian/Pacific Islander \_\_\_\_\_

☐ Black/African American ☐ White, Not Hispanic

Household income (Number of people in household \_\_\_\_\_):

☐ \$0-\$15,000 ☐ \$30,001-\$45,000 ☐ \$60,001-\$75,000 ☐ \$90,001-\$120,000

☐ \$15,001-\$30,000 ☐ \$45,001-\$60,000 ☐ \$75,001-\$90,000 ☐ \$120,001 or more

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY!**

**1941203343879**