



Evaluation Form

Meeting your expectations is important to us. We appreciate you taking a few minutes to participate in our evaluation survey. Your feedback will help us serve you better. Thank you!

Case Number:

Mediator:

Date of the initiation of the complaint:

Date of mediation:

Date of case closure:

Length of the mediation session:

1. Your gender: Male Female Other
2. Your age: 25 or under 26- 35 36-50 51 or above
3. The Name of the UN agency:
4. Number of years with the agency:
5. Your job classification:
6. Mediation was undertaken:
 - at my request
 - at the other party's request
 - at the request of _____ (please provide details)

7. Please rate your level of agreement with the following statements in relation to the mediation session.

Please circle the answer that best matches with your evaluation.

| | | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|----|--------------------------------------------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 1. | The mediator explained the mediation process. | 1 | 2 | 3 | 4 | 5 |
| 2. | The mediator was impartial. | 1 | 2 | 3 | 4 | 5 |
| 3. | The mediator treated me and the parties fairly during the process. | 1 | 2 | 3 | 4 | 5 |
| 4. | The mediator was knowledgeable about the process. | 1 | 2 | 3 | 4 | 5 |



| | | | | | | |
|-----|------------------------------------------------------------------------------------------------------|---|---|---|---|---|
| 5. | I got a chance to express what I wanted to talk about. | 1 | 2 | 3 | 4 | 5 |
| 6. | The mediator listened to my side of the case and helped me understand my goals, needs and resources. | 1 | 2 | 3 | 4 | 5 |
| 7. | The mediator helped me understand the needs and concerns of the other party. | 1 | 2 | 3 | 4 | 5 |
| 8. | The mediator facilitated a meaningful discussion of the issues. | 1 | 2 | 3 | 4 | 5 |
| 9. | The mediator helped the parties generate realistic settlement options. | 1 | 2 | 3 | 4 | 5 |
| 10. | The mediator helped the parties understand alternatives to settling the case. | 1 | 2 | 3 | 4 | 5 |
| 11. | On the whole, the mediator was effective in managing the session. | 1 | 2 | 3 | 4 | 5 |

12. Please rate your overall satisfaction of the mediation process.

- Not satisfied Satisfied Very satisfied

13. Was an agreement reached during the mediation?

- Yes No Partial agreement Other: _____

14. Irrespective of the actual outcome in your case, would you recommend mediation to a colleague?

- Yes No

15. Is there anything else you would like to tell us about your mediation experience?
