



Federal Communications Commission
Office of Workplace Diversity

FCC ADR PROGRAM PARTICIPANT SURVEY

We invite you to take part in this important survey measuring your satisfaction with the ADR Program. Your valuable thoughts and opinions allow the FCC to analyze its ADR Program to understand and improve the level of service for future participants. All responses will be kept strictly confidential. Please return this survey to the Special Counsel for ADR. Thank you.

Please circle your role in the mediation:

- A. Complainant
- B. Agency Representative

Please express your agreement or disagreement with each of the following statements.

Circle the number that best represents your opinion. The categories are:

- (1) Strongly Disagree (SD)
- (2) Disagree
- (3) Neither Agree nor Disagree
- (4) Agree
- (5) Strongly Agree (SA)
- (N/A) Not Applicable

	SD				SA	
	(1)	(2)	(3)	(4)	(5)	
1. Prior to my attendance at the mediation session, I received a good explanation about the FCC ADR program.	1	2	3	4	5	N/A
2. The mediation was scheduled promptly.	1	2	3	4	5	N/A
3. After the mediators' introduction about the FCC ADR program, I felt that I understood the mediation process.	1	2	3	4	5	N/A
4. The procedures used by the mediator(s) in the mediation were fair to me.	1	2	3	4	5	N/A
5. I had a full opportunity to present my views during the mediation process.	1	2	3	4	5	N/A
6. The mediator(s) understood my needs.	1	2	3	4	5	N/A
7. The mediator(s) helped clarify my needs.	1	2	3	4	5	N/A
8. At the beginning of the mediation, I considered the mediator(s) to be neutral.	1	2	3	4	5	N/A
9. The mediator(s) remained neutral during the session.	1	2	3	4	5	N/A

10. The mediator(s) helped the parties develop options for resolving the complaint. 1 2 3 4 5 N/A

11. I was satisfied with the fairness of the mediation session. 1 2 3 4 5 N/A

12. Did you complete mediation and fully resolve the issue(s)? Yes No N/A

13. Did you determine that mediation has not concluded and is ongoing? Yes No N/A

14. Did you complete mediation without fully resolving the issue(s) and determined that the parties will not seek further mediation? Yes No N/A

If you answered "Yes," please explain your response:

15. Going into the mediation, did you know what you wanted to obtain from this mediation? Yes No N/A

16. Did you obtain the resolution you wanted going into the mediation? Yes No N/A

17. Would you like to offer additional information to enhance or improve future mediations? Yes No N/A

If you answered "Yes," please explain your response:

18. Would you like to offer additional information regarding the mediators? Yes No N/A

If you answered "Yes," please explain your response:

19. Do you have additional thoughts to improve the mediation process? Yes No N/A

If you answered "Yes," please explain your response:

Thank you for participating in the FCC ADR Program!