

## EVALUATION OF MEDIATION--PARTIES AND INSURERS

Name of Case: \_\_\_\_\_ Number of Hours in Session(s): \_\_\_\_\_

Mediator(s): \_\_\_\_\_

Date, Place of Mediation Session(s): \_\_\_\_\_

I am: \_\_\_\_\_ plaintiff  
\_\_\_\_\_ defendant  
\_\_\_\_\_ plaintiff's insurer/subrogee  
\_\_\_\_\_ defendant's insurer

This mediation resulted in:  
\_\_\_\_\_ full settlement of case  
\_\_\_\_\_ partial settlement  
\_\_\_\_\_ no settlement of the case

For each question below, please circle the response that reflects your opinion, using the following key for your answers: 1="Excellent!"; 2="Good"; 3="Adequate"; 4="Poor"; 5="Terrible!"

1. How efficient was the procedure of court referral and arranging the mediation session? 1 2 3 4 5
2. How was the mediator at explaining mediation? 1 2 3 4 5
3. During the mediation session(s), how was the mediator at:
  - a. Giving you opportunities to express your views? 1 2 3 4 5
  - b. Understanding your interests and needs in this dispute? 1 2 3 4 5
  - c. Treating you with fairness and respect? 1 2 3 4 5
4. How was the mediator at remaining neutral? 1 2 3  
4 5
5. How well were the legal issues of the case identified and discussed during the session? 1 2 3  
4 5
6. How was the mediator at allocating appropriate time for the mediation without rushing you to reach an agreement or dragging out the process? 1 2 3 4 5  
  
\_\_\_\_\_ Moved too quickly \_\_\_\_\_ Moved too slowly \_\_\_\_\_ Paced right
7. If you reached full or partial agreement,
  - a. To what extent was the mediator responsible for it? 1 2 3  
4 5
  - b. To what extent do you think the mediation saved you money

in resolving this case? 1 2 3 4 5

c. Please "guesstimate" how much money saved: \$\_\_\_\_\_

d. To what extent do you think the mediation saved you time in resolving this case? 1 2 3 4 5

e. Please "guesstimate" how much time saved: \_\_\_\_\_ hours of attorney time \_\_\_\_\_ hours of your time

8. If you reached full settlement, in your opinion would the case have settled later without mediation? \_\_\_ yes \_\_\_ no

9. If you reached only partial agreement, to what extent was the mediator helpful in identifying possible areas of future agreement? 1 2 3 4 5

10. From this experience, how satisfactory do you think mediation is to resolve other disputes in which you might be involved? 1 2 3 4 5

11. Overall, how would you rate the mediation process in your case? 1 2 3 4 5

12. How appropriate was the fee? \_\_\_ Too High \_\_\_ Too Low \_\_\_ About Right

13. How helpful was it that the mediator was a lawyer? \_\_\_ Very \_\_\_ Somewhat \_\_\_ Not

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

THANK YOU!!