

Citizens Mediation Service  
Post-Mediation Satisfaction Survey  
Date: \_\_\_\_\_ Case # \_\_\_\_\_

\_\_\_\_\_ I was the Defendant in this case.

\_\_\_\_\_ I was the Plaintiff in this case.

- |  |           |          |
|--|-----------|----------|
| 1. The mediator helped the parties to understand the process before the mediation began. | _____ Yes | _____ No |
| 2. The mediator explained his/her role in the process.                                   | _____ Yes | _____ No |
| 3. The mediator did not take sides in the mediation.                                     | _____ Yes | _____ No |
| 4. The mediator helped clarify issues and generate options to consider.                  | _____ Yes | _____ No |
| 5. Overall, I was satisfied with the mediation process.                                  | _____ Yes | _____ No |
| 6. I would choose mediation again in the future.   | _____ Yes | _____ No |
| 7. I would recommend Citizens Mediation Service to others.                               | _____ Yes | _____ No |

The next two questions are meant to gather more details about your mediation experience. Answer the one that best reflects your feeling about the session. Use the back of this page if you need more room.

8. I was unhappy with this mediation because:

9. I was pleased with this mediation because:

THANK YOU for helping us improve our services for our clients!