



**Superior Court of California
County of Ventura**

**COURT-ORDERED CIVIL MEDIATION PROGRAM
MEDIATION QUALITY SURVEY**

Our commitment is to provide a consistently high level of quality in the Court-Ordered Civil Mediation Program. Your evaluation and comments are important to us in maintaining high standards. All responses are confidential and will be reported only as group or aggregate data. Please take a few moments to complete this brief survey. Thank you!

Case Title: _____ Case Number: _____ Mediation Date: _____

1. Outcome of the mediation:
[] Full Settlement [] Partial Settlement [] Pending Settlement [] No Settlement

2. Were you satisfied with the outcome?
[] Fully Satisfied [] Somewhat Satisfied [] Not Satisfied

3. Did you feel the mediation process was fair? [] Yes [] No
Comments:

4. Was the information provided regarding the mediation process clear and understandable?
[] Yes [] No
Comments:

5. Mediator's Name _____.

6. Please rate the mediator's performance in the following areas:
- | | | | | |
|-----------------------------|---------------|---------------|-------------|----------|
| Effectiveness | [] Excellent | [] Very good | [] Average | [] Poor |
| Impartiality | [] Excellent | [] Very good | [] Average | [] Poor |
| Courtesy | [] Excellent | [] Very good | [] Average | [] Poor |
| Understanding of procedures | [] Excellent | [] Very good | [] Average | [] Poor |
| Understanding of issues | [] Excellent | [] Very good | [] Average | [] Poor |
| Overall ability | [] Excellent | [] Very good | [] Average | [] Poor |

Comments:

7. Based upon your overall experience, would you choose to use mediation in the future? [] Yes [] No
8. Are there any suggestions or comments that would help us to monitor the quality of the program and to improve its usefulness?

Please make any additional comments on the back of this page

Please return this form within **ten** working days to: VenturaCivilMediation@ventura.courts.ca.gov -OR- Ventura Superior Court Court-Ordered Civil Mediation Program, Case Management Attorney - Mediation Coordinator, P.O. Box 6489, Ventura, CA 93006-6489