

Mediator's Name: _____

Mediator's Address: _____

Mediator Evaluation Form

Please take a moment to complete this form and return it to your mediator. The information you provide will be used by your mediator to evaluate his/her performance.

You have participated in approximately how many mediated settlement conferences _____.

Your case _____ settled, _____ partially settled, _____ impassed.

I. Mediator Performance

Please rate your mediator's performance on a scale of 1 to 4: 1 = Poor, 2 = Satisfactory (Sat.), 3 = Good, and 4 = Excellent (Exc.):

Rating Category	Poor.	Sat.	Good.	Exc.
Created a rapport with the participants	1	2	3	4
Established and maintained control of the conference	1	2	3	4
Explained the mediation process and the role of the mediator in words the participants could understand	1	2	3	4
Listened attentively and actively	1	2	3	4
Refrained from imposing own judgment or opinions	1	2	3	4
Helped the participants understand one another's respective positions	1	2	3	4
Helped the participants generate and analyze options for settlement	1	2	3	4
Remained impartial throughout the proceeding	1	2	3	4

II. Case Management Initiative

1. Did your mediator act promptly to schedule the conference? _____ yes, _____ no, _____ don't know.
2. Did your mediator make an effort to schedule the conference at a date, time, and location convenient to the participants? _____ yes, _____ no, _____ don't know.
3. Did your mediator encourage you to meet the completion deadline set by the court in its order for mediated settlement? _____ yes, _____ no, _____ don't know.

III. Narrative

1. Do you have any suggestions to help this mediator improve his/her performance?
2. Do you have any suggestions for improving the Mediated Settlement Conference Program?
3. Other Comments:

Optional Information : Your Name:_____. Case name: _____. Conference Date:_____.

Thank you for completing this evaluation and returning it to your mediator. This evaluation was prepared by the NC Dispute Resolution Commission, which certifies mediators and regulates mediator conduct. The Commission may be contacted at P.O. Box 2448, Raleigh, NC, 27602 or (919) 981-5077.