

SAN MATEO COUNTY JUVENILE MEDIATION PROGRAM

Multi-Option ADR Project, MAP

Superior Court of San Mateo County

EVALUATION

Please return the completed evaluation by mail or fax to:
Juvenile Justice Mediation Program-SMC 303-JV
222 Paul Scannell Drive, San Mateo, CA 94402
Telephone: (650) 261-5077

This ***confidential*** information is used to assess quality of the program, to provide feedback to the mediators and to make informed decisions regarding redesign of program procedures.

Ref. number: _____

Name (optional): _____

1. The mediation was fair.

-----1----- -----2----- -----3----- -----4----- -----5-----
Strongly Disagree Disagree Somewhat Agree Agree Strongly Agree

2. I was able to speak my mind.

-----1----- -----2----- -----3----- -----4----- -----5-----
Strongly Disagree Disagree Somewhat Agree Agree Strongly Agree

3. It was helpful to meet with the other person.

-----1----- -----2----- -----3----- -----4----- -----5-----
Strongly Disagree Disagree Somewhat Agree Agree Strongly Agree

4. I felt safe during the mediation.

-----1----- -----2----- -----3----- -----4----- -----5-----
Strongly Disagree Disagree Somewhat Agree Agree Strongly Agree

5. I would recommend mediation to someone else in my situation.

-----1----- -----2----- -----3----- -----4----- -----5-----
Strongly Disagree Disagree Somewhat Agree Agree Strongly Agree

6. The mediation helped me address the harm caused by this incident.

-----1----- -----2----- -----3----- -----4----- -----5-----
Strongly Disagree Disagree Somewhat Agree Agree Strongly Agree

7. I feel better about the justice system after the mediation.

-----1----- -----2----- -----3----- -----4----- -----5-----
Strongly Disagree Disagree Somewhat Agree Agree Strongly Agree

8. Did talking with the other person help reduce your fear that he/she would commit another crime against you? Yes _____ No _____ Not Applicable _____

9. Did you reach a satisfactory agreement and/or understanding? Yes ___ No ___

10. Was a written agreement necessary following the mediation? Yes _____ No _____

11. Were you able to get answers to questions or concerns that you had about the crime and/or the other person? Yes _____ No _____ Not Applicable _____

12. I felt justice was done in this case. Yes _____ No _____

Comments: _____

13. What did you like most about the mediation?

14. What did you like least about the mediation?

15. Do you have other comments and/or suggestions?

