

2015-2016

**STATEWIDE SPECIAL EDUCATION MEDIATION SYSTEM (SSEMS)
CONSUMER EVALUATION**

The purpose of this evaluation is to inform the Office of Special Education and Student Services in the Virginia Department of Education of your experiences in mediation. With your help, the department can ensure that quality mediation services will continue to be available to parents and educators to help them resolve special education disputes.

Your identity will remain confidential. The information provided may be shared with the mediator along with responses from other mediation participants.

Background Information:

Mediator's Name:

Rater's Name:

Student's Name:

Division's Name:

Rater participated as:

Directions: Please circle the letter or letters below that best represent your experience with the Statewide Special Education Mediation System (SSEMS).

Scale: SA – Strongly Agree; A – Agree; SLA – Slightly Agree; SLD – Slightly Disagree; D – Disagree; SD – Strongly Disagree; NA – Not Applicable

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|-----|--|----|---|-----|-----|---|----|----|
| (1) | A SSEMS mediator contacted me to set up the mediation within a reasonable time period after I agreed to mediate my special education dispute. | SA | A | SLA | SLD | D | SD | NA |
| (2) | The mediator answered my questions about special education mediation. | SA | A | SLA | SLD | D | SD | NA |
| (3) | The mediator attended to my needs in making arrangements for mediation. | SA | A | SLA | SLD | D | SD | NA |
| (4) | I felt adequately prepared to participate in the mediation process. | SA | A | SLA | SLD | D | SD | NA |
| (5) | I understood from the start of the mediation that the mediator's role was to help us to reach an agreement and if that was possible, not to make decisions for us. | SA | A | SLA | SLD | D | SD | NA |
| (6) | The mediator took time to try to understand what was important to me. | SA | A | SLA | SLD | D | SD | NA |
| (7) | The mediator treated me fairly throughout the mediation. | SA | A | SLA | SLD | D | SD | NA |
| (8) | The mediator conducted a process that was | SA | A | SLA | SLD | D | SD | NA |

clear and easily understood.

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|-------------|---|----|---|-----|-----|---|----|----|
| (9) | The mediator effectively employed a variety of techniques to facilitate the resolution of the dispute. | SA | A | SLA | SLD | D | SD | NA |
| (10) | The mediator did not affect the direction or the outcome of the mediation by inserting his or her personal opinions in the process. | SA | A | SLA | SLD | D | SD | NA |
| (11) | The mediation process was appropriate for the special education dispute. | SA | A | SLA | SLD | D | SD | NA |
| (12) | The mediation process helped to resolve the special education dispute. | SA | A | SLA | SLD | D | SD | NA |
| (13) | The mediation agreement was written clearly and accurate. | SA | A | SLA | SLD | D | SD | NA |
| (14) | If I were involved in another special education dispute, I would consider using SSEMS again. | SA | A | SLA | SLD | D | SD | NA |

COMMENTS:

A staff member from the Department of Education may want to talk to you about your mediation experience. If you are willing to participate in a brief telephone interview, please provide a daytime phone number.

(_____) _____
Area Code Phone Number

Please use the attached envelope to return your form within **five days** to:

Art Stewart, Coordinator of Mediation
Dispute Resolution and Administrative Services
Virginia Department of Education
P. O. Box 2120
Richmond, VA 23218

Thank you for your cooperation.