



# PREAPPEAL OR MEDIATION EVALUATION FORM

Please take a few a minutes to respond to the following questions. Your views are very important to us, and will be treated confidentially. A return envelope is provided for your convenience.

## Preparing for the Preappeal or Mediation

1. What did you expect to achieve from participating in the preappeal or mediation?

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2. What concerns, if any, did you have about participating in the preappeal or mediation?

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3. In preparing for your preappeal or mediation, how helpful were the following:

Introductory phone call from the mediator	___ Helpful	___ Not helpful	___ Not received	___ Not needed
Brochures: <i>When Things Go Wrong</i>	___ Helpful	___ Not helpful	___ Not received	___ Not needed
<i>Preparing for Preappeal or Mediation</i>	___ Helpful	___ Not helpful	___ Not received	___ Not needed

4. Comments on my preappeal or mediation preparation:

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## During the Preappeal or Mediation

5. The mediator adequately explained the preappeal or mediation process.

Strongly Agree    Agree    Disagree    Strongly Disagree

          

6. I was given the opportunity to discuss and explain some or all of the issues that led to this preappeal or mediation.

          

7. My views were considered before any solutions or agreements were made.

          

8. I was treated fairly by the mediator.

          

9. Comments on my experience with the preappeal or mediation process:

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**Outcome of the Preappeal or Mediation**

10. I was satisfied with the outcome of the preappeal or mediation.

\_\_\_\_\_ Agree      \_\_\_\_\_ Undecided      \_\_\_\_\_ Disagree

11. On how many issues did you reach an agreement      \_\_\_\_\_ All      \_\_\_\_\_ Some      \_\_\_\_\_ None

12. If none or only some of the issues were resolved, is there anything else that could have been done to help reach an agreement on additional issues?

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13. Regardless of whether or not an agreement was reached:

Did you get a better understanding of the issues?      \_\_\_ Yes      \_\_\_ No

Did you get a better understanding of your own interests?      \_\_\_ Yes      \_\_\_ No

Did you get a better understanding of others' interests?      \_\_\_ Yes      \_\_\_ No

Did you feel that communication between participants improved?      \_\_\_ Yes      \_\_\_ No

14. What is your overall evaluation of the preappeal or mediation?

\_\_\_\_\_ Excellent      \_\_\_\_\_ Good      \_\_\_\_\_ Mediocre      \_\_\_\_\_ Poor

15. Comments about your preappeal or mediation experience:

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**OPTIONAL:** What role did you have at the preappeal or mediation?

\_\_\_\_\_ Parent/Student      \_\_\_\_\_ AEA      \_\_\_\_\_ Advocate for Parent/Student

\_\_\_\_\_ School      \_\_\_\_\_ Other      \_\_\_\_\_ Advocate for School

\_\_\_\_\_ Advocate for AEA