

APPENDIX B

Parent and School Official Survey Instruments

Parent Observations

National Dispute Resolution Effectiveness Study

The State Department of Education is participating in a national study of dispute resolution procedures (formal complaint resolution, mediation, and due process hearings). Your name was randomly selected to participate in this study to provide your comments about the experience that you had here in 19____. Your responses will remain confidential and used only to provide a composite picture of dispute resolution nationwide. It will take approximately 10 minutes of your time to complete this form. Please complete this form and return in the enclosed stamped envelope. In advance, thank you for your time and sharing your observations with us.

You filed a formal complaint with the State during ____.

1. How would you rate your entire experience with this complaint? (Check one.)

- Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did?

If your complaint was withdrawn (no decision was needed or given), indicate why it was withdrawn, and then skip to question 14.

Reason withdrawn: _____

2. How would you rate the State's organization and timeliness (procedures) for handling your complaint? (Check one.)

- Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did?

3. Did the State explain the complaint investigation procedures to you and were you allowed to use them during the complaint investigation (i.e., submit additional information, etc.)?

(Check one in each line below.)

- Explained procedures: Yes No Not Sure
Able to use procedures: Yes No Not Sure

Comment: _____

4. How would you rate the demeanor of the complaint investigator? (Check one.)

Very Professional Professional So-so Unprofessional Very Unprofessional

If you checked **very professional** or **very unprofessional**, what experience caused you to rate this question the way you did?

5. To what extent are you satisfied with the complaint findings? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

6. Was the school district required to make changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, skip to question 9.

7. Were the required changes made by the school district? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, what were the required changes not made _____

8. How would you rate your satisfaction with the school district's implementation of the required changes? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

9. Were you required to make changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, skip to question 12.

10. Did you make the required changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, What were the required changes not made?

11. How would you rate your satisfaction with your own implementation of the required changes? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did? _____

12. Were your original concerns about your child's program resolved by the changes brought about by the complaint? (Check one.)

Yes No Uncertain

If you responded **no** or **uncertain**, Why did you rate this question the way you did?

If **yes**, how was your complaint resolved?

13. Would you use this dispute resolution process again? (Check one.)

Yes No Uncertain

If **no**, why not? _____

14. When you compare your situation before and after your formal complaint, how did it affect the relationship between the family and the school? (Check one.)

- The formal complaint harmed the relationship.
- The formal complaint had little or no effect on the relationship.
- The formal complaint improved the relationship.

Parent Observations

National Dispute Resolution Effectiveness Study

The State Department of Education is participating in a national study of dispute resolution procedures (formal complaint resolution, mediation, and due process hearings). Your name was randomly selected to participate in this study to provide your comments about the experience that you had here in 19____. Your responses will remain confidential and used only to provide a composite picture of dispute resolution nationwide. It will take approximately 10 minutes of your time to complete this form. Please complete this form and return in the enclosed stamped envelope. In advance, thank you for your time and sharing your observations with us.

You requested a mediation through the State during _____.

1. How would you rate your entire experience with this mediation? (Check one.)

- Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did?

If your mediation was withdrawn and/or not held, indicate why, and skip to question 14.

Reason withdrawn and/or held: _____

2. How would you rate the State's organization and timeliness (procedures) for handling your mediation? (Check one.)

- Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did? _____

3. Did the State explain the mediation procedures to you and allow you to use the procedures during the mediation process (i.e., bringing relevant material, bringing an advocate, etc.)?

(Check one in each line below.)

Explained procedures: Yes No Not Sure

Able to use procedures: Yes No Not Sure

Comment: _____

4. How would you rate the demeanor of the mediator? (Check one.)

Very Professional Professional So-so Unprofessional Very Unprofessional

If you checked **very professional** or **very unprofessional**, what experience caused you to rate this question the way you did?

5. To what extent are you satisfied with the mediation outcome? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

If you did not reach agreement, skip to question 14.

6. Did the school district agree to make changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, skip to question 9.

7. Were the changes made by the school district? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, what were the agreed upon changes not made _____

8. How would you rate your satisfaction with the school district's implementation of the agreement? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

9. Did you agree to make changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, skip to question 12.

10. Did you make the changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, What were the agreed upon changes not made?

11. How would you rate your satisfaction with your own implementation of the agreed upon changes? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

12. Were your original concerns about your child's program resolved by the changes brought about by the agreement? (Check one.)

Yes No Uncertain

If you responded **no** or **uncertain**, Why did you rate this question the way you did?

If **yes**, how was your issue(s) resolved?

13. Would you use this dispute resolution process again? (Check one.)

Yes No Uncertain

If **no**, why not?

14. When you compare your situation before and after your formal mediation, how did it affect the relationship between the family and the school? (Check one.)

- The formal mediation harmed the relationship.
- The formal mediation had little or no effect on the relationship.
- The formal mediation improved the relationship.

15. Have you filed or requested another dispute resolution (complaint, mediation, and/or due process hearing) for the same issue(s) as the original concern? (Check one.)

Yes No

If **yes**, which dispute resolution process? (Check all that apply.)

 complaint mediation due process hearing

If **yes**, when? _____ .
 Month Year

If **yes**, why? _____

16. Have you filed another dispute resolution (complaint, mediation, and/or due process hearing) for another issue(s) regarding your child's program? (Check one.)

Yes No

If **yes**, when? _____
 Month Year

If **yes**, what were the issues involved? _____

14. Do you have any recommendations regarding how the mediation process could be improved?

Thank you!

Parent Observations

National Dispute Resolution Effectiveness Study

The State Department of Education is participating in a national study of dispute resolution procedures (formal complaint resolution, mediation, and due process hearings). Your name was randomly selected to participate in this study to provide your comments about the experience that you had here in 19____. Your responses will remain confidential and used only to provide a composite picture of dispute resolution nationwide. It will take approximately 10 minutes of your time to complete this form. Please complete this form and return in the enclosed stamped envelope. In advance, thank you for your time and sharing your observations with us.

You were involved in a due process hearing request during. If you reached a settlement agreement instead of having a due process hearing, skip to question 6 and start there. If your request was withdrawn, indicate the reason at the bottom of question 1 and skip to question 14.

1. How would you rate your entire experience with this due process hearing process? (Check one)
 Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did? _____

If your due process hearing request was withdrawn and you did not reach a settlement agreement, indicate reason withdrawn, and then skip to question 14.

Reason withdrawn: _____

2. How would you rate the State's organization and timeliness (procedures) for handling this due process hearing? (Check one)
 Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did? _____

3. Were the State's due process hearing procedures made clear to you and were you able to use the procedures during the due process hearing (i.e., provide written materials, call experts, etc.)? (Check one in each line below)

Explained procedures: Yes No Not Sure
Able to use procedures: Yes No Not Sure

Comment: _____

4. How would you rate the demeanor of the due process hearing officer? (Check one)
- Very Professional Professional So-so Unprofessional Very Unprofessional

If you checked **very professional** or **very unprofessional**, what experience caused you to rate this question the way you did?

5. To what extent were you satisfied with the due process hearing outcome? (Check one)
- Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

6. Was the school district required to make changes by the due process hearing decision or settlement agreement? (Check one)
- Yes No Uncertain

If **no** or **uncertain**, skip to question 9.

7. Were these required changes made by your school district? (Check one)
- Yes No Uncertain

If **no** or **uncertain**, what were the changes not made _____

8. How would you rate your satisfaction with the school district's implementation of the due process hearing decision or settlement agreement? (Check one)
- Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

9. Were you required to make changes by the hearing decision or settlement agreement? (Check one)
- Yes No Uncertain

If **no** or **uncertain**, skip to question 12.

10. Did you make the required changes? (Check one)

Yes No Uncertain

If **no** or **uncertain**, What were the required changes not made?

11. How would you rate your satisfaction with your implementation of the changes required by the hearing or settlement agreement? (Check one)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did? _____

12. Were the original concerns about your child's program resolved by the changes brought about by the due process hearing decision or settlement agreement? (Check one)

Yes No Uncertain

If you responded **no** or **uncertain**, Why did you rate this question the way you did?

If **yes**, how was your issue(s) resolved?

13. Would you recommend the use of this dispute resolution process again? (Check one)

Yes No Uncertain

If **no**, why not?

14. When you compare the situation before and after the due process hearing efforts, how did it affect the relationship between you/your family and the school? (Check one)

- The due process hearing efforts harmed the relationship.
 The due process hearing efforts had little or no effect on the relationship.
 The due process hearing efforts improved the relationship.

15. Have you filed or requested another dispute resolution (complaint, mediation, and/or due process hearing) for the same issue(s) as the original concern? (Check one)

Yes No

If **yes**, which dispute resolution process? (Check all that apply)

 complaint mediation due process hearing

If **yes**, when? _____ .
 Month Year

If **yes**, why? _____

16. Have you requested another dispute resolution (complaint, mediation, and/or due process hearing) for another issue(s) regarding this child's program? (Check one)

Yes No

If **yes**, when? _____ .
 Month Year

If **yes**, what were the issues involved? _____

14. Do you have any recommendations regarding how the due process hearing process could be improved?

Thank you!

School District Observations

National Dispute Resolution Effectiveness Study

The State Department of Education is participating in a national study of dispute resolution procedures (formal complaint resolution, mediation, and due process hearings). Your school district was randomly selected to participate in this study to provide your comments about the experience of your School District here in _____. Your responses will remain confidential and used only to provide a composite picture of dispute resolution nationwide. It will take approximately 10 minutes of your time to complete this form. Please complete this form and return in the enclosed stamped envelope. In advance, thank you for your time and sharing your observations with us.

You were involved in a formal complaint resolution filed in 19____ involving _____.

1. How would you rate your entire experience with this complaint? (Check one.)

- Very good Good Neutral Poor Very Poor

If you checked very good or very poor, what experience caused you to rate this question the way you did?

If this complaint was withdrawn (no decision was needed or given), indicate why it was withdrawn, and then skip to question 14.

Reason withdrawn: _____

2. How would you rate the State's organization and timeliness (procedures) for handling this complaint? (Check one.)

- Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did? _____

3. Were the State complaint investigation procedures clear to your District and were you involved in the complaint investigation (i.e., submit additional information, etc.)? (Check one in each line below.)

Procedures were clear: Yes No Not Sure

Involved in the investigation: Yes No Not Sure

Comment: _____

4. How would you rate the demeanor of the complaint investigator? (Check one.)

Very Professional Professional So-so Unprofessional Very Unprofessional

If you checked **very professional** or **very unprofessional**, what experience caused you to rate this question the way you did?

5. To what extent are you satisfied with the complaint findings? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

6. Was your School District required to make changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, skip to question 9.

7. Were the required changes made by your School District? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, what were the required changes not made _____

8. How would you rate your satisfaction with your District's implementation of the required changes? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

9. Were the parents required to make changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, skip to question 12.

10. Did the parents make the required changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, what were the required changes not made?

11. How would you rate your satisfaction with the parents' implementation of the required changes? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

12. Were the original concerns in the complaint about the child's program resolved by the changes brought about by the complaint? (Check one.)

Yes No Uncertain

If you responded **no** or **uncertain**, Why did you rate this question the way you did?

If **yes**, how was the complaint resolved?

13. Would you use this dispute resolution process again if the District had a complaint? (Check one.)

Yes No Uncertain

If **no**, why not?

14. When you compare the relationship between the District and the parent before and after the formal complaint, how did it affect this relationship? (Check one.)

- The formal complaint harmed the relationship.
 The formal complaint had little or no effect on the relationship.
 The formal complaint improved the relationship.

15. Has the parent or the District filed or requested another dispute resolution (complaint, mediation, and/or due process hearing) involving this student for the same issue(s) as the original concern? (Check one.)

Yes No Don't Know

If **yes**, which dispute resolution process? (Check all that apply.)

 complaint mediation due process hearing

If **yes**, when? _____ .
 Month Year

If **yes**, why? _____

16. Has the parent or the district filed another dispute resolution (complaint, mediation, and/or due process hearing) for another issue(s) regarding this same student? (Check one.)

Yes No

If **yes**, when? _____ .
 Month Year

If **yes**, what were the issues involved?

17. Do you have any recommendations regarding how the State formal complaint resolution process could be improved?

Thank you!

School District Observations

National Dispute Resolution Effectiveness Study

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Your School District was scheduled to participate in a 19____ mediation involving _____.

1. How would you rate your District's entire experience with this mediation? (Check one.)

- Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did? _____

If this mediation request was withdrawn and/or the mediation was not held (no agreement was needed), indicate why, and then skip to question 14.

Reason withdrawn and/or not held: _____

2. How would you rate the State's organization and timeliness (procedures) for handling this mediation? (Check one.)

- Very good Good Neutral Poor Very Poor

If you checked very good or very poor, what experience caused you to rate this question the way you did? _____

3. Were the State mediation procedures made clear to your District and were you allowed to use them during the mediation process (i.e., bringing relevant material, etc.)? (Check one in each line below.)

- Explained procedures: Yes No Not Sure
Able to use procedures: Yes No Not Sure

Comment: _____

4. How would you rate the demeanor of the mediator? (Check one.)

Very Professional Professional So-so Unprofessional Very Unprofessional

If you checked **very professional** or **very unprofessional**, what experience caused you to rate this question the way you did?

5. To what extent are you satisfied with the mediation outcome? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

6. Did the school district agree to make changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, skip to question 9.

7. Were the changes made by your school district? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, what were the changes not made _____

8. How would you rate your satisfaction with the school district's implementation of the agreement? (Check one.)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

9. Were the parents required to make changes? (Check one.)

Yes No Uncertain

If **no** or **uncertain**, skip to question 12.

10. Did they make the changes? (Check one.)

- Yes No Uncertain

If **no** or **uncertain**, what were the required changes not made?

11. How would you rate your satisfaction with the parents' implementation of the agreed upon changes? (Check one.)

- Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

12. Were the original concerns about the child's program resolved by the changes brought about by the mediation agreement? (Check one.)

- Yes No Uncertain

If you responded **no** or **uncertain**, Why did you rate this question the way you did?

If **yes**, how was the issue(s) resolved?

13. Would you recommend the use of this dispute resolution process again? (Check one.)

- Yes No Uncertain

If **no**, why not?

14. When you compare the situation before and after the formal mediation, how did it affect the relationship between the family and the school? (Check one.)

- The formal mediation harmed the relationship.
 The formal mediation had little or no effect on the relationship.
 The formal mediation improved the relationship.

15. Has the parent or district filed or requested another dispute resolution (complaint, mediation, and/or due process hearing) for the same issue(s) as the original concern? (Check one.)

Yes No

If **yes**, which dispute resolution process? (Check all that apply.)

 complaint mediation due process hearing

If **yes**, when? _____ .
 Month Year

If **yes**, why? _____

16. Has the parent or district requested another dispute resolution (complaint, mediation, and/or due process hearing) for another issue(s) regarding the child's program? (Check one.)

Yes No

If **yes**, when? _____ .
 Month Year

If **yes**, what were the issues involved? _____

14. Do you have any recommendations regarding how the mediation process could be improved?

Thank you!

School District Observations

National Dispute Resolution Effectiveness Study

The State Department of Education is participating in a national study of dispute resolution procedures (formal complaint resolution, mediation, and due process hearings). Your school district was randomly selected to participate in this study to provide your comments about the experience that you had here in 19____. Your responses will remain confidential and used only to provide a composite picture of dispute resolution nationwide. It will take approximately 10 minutes of your time to complete this form.

Please complete this form and return in the enclosed stamped envelope. In advance, thank you for your time and sharing your observations with us.

Your School District was involved in a due process hearing request for _____ in _____. If you reached a settlement agreement instead of having a due process hearing, skip to question 6 and start there. If the request was withdrawn, indicate the reason at the bottom of question 1 and skip to question 14.

1. How would you rate your District's entire experience with this due process hearing process?

(Check one)

- Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did?

If the due process hearing request was withdrawn and a settlement agreement was not reached, indicate reason for the withdrawal, and then skip to question 14.

Reason withdrawn: _____

2. How would you rate the State's organization and timeliness (procedures) for handling this due process hearing? (Check one)

- Very good Good Neutral Poor Very Poor

If you checked **very good** or **very poor**, what experience caused you to rate this question the way you did?

3. Were the State due process hearing procedures made clear to your District and were you allowed to use the procedures during the due process hearing (i.e., provide written materials, call experts, etc.)? (Check one in each line below)

Explained procedures: Yes No Not Sure

Able to use procedures: Yes No Not Sure

Comment: _____

4. How would you rate the demeanor of the due process hearing officer? (Check one)

Very Professional Professional So-so Unprofessional Very Unprofessional

If you checked **very professional** or **very unprofessional**, what experience caused you to rate this question the way you did?

5. To what extent are you satisfied with the due process hearing outcome? (Check one)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

6. Was the school district required to make changes by the due process hearing decision or settlement agreement? (Check one)

Yes No Uncertain

If **no** or **uncertain**, skip to question 9.

7. Were these required changes made by your school district? (Check one)

Yes No Uncertain

If **no** or **uncertain**, what were the changes not made _____

8. How would you rate your satisfaction with the school district's implementation of the due process hearing decision or settlement agreement? (Check one)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did? _____

9. Were the parents required to make changes by the hearing decision or settlement agreement?

(Check one)

Yes No Uncertain

If **no** or **uncertain**, skip to question 12.

10. Did they make the required changes? (Check one)

Yes No Uncertain

If **no** or **uncertain**, what were the required changes not made?

11. How would you rate your satisfaction with the parents' implementation of the changes required by the hearing or settlement agreement? (Check one)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

If you checked **very satisfied** or **very dissatisfied**, what experience caused you to rate this question the way you did?

12. Were the original concerns about the child's program resolved by the changes brought about by the due process hearing decision or settlement agreement? (Check one)

Yes No Uncertain

If you responded **no** or **uncertain**, Why did you rate this question the way you did?

If **yes**, how was the issue(s) resolved?
