

7. During the pre-hearing conferences, did the Hearing Officer control the proceeding: start on time, direct the conference and maintain order? Yes No Not observed

If no, please explain: _____

8. During the pre-hearing conferences, was the Hearing Officer able to analyze problems and identify key issues? Yes No Not observed

If no, please explain: _____

9. During the pre-hearing conferences, was the Hearing Officer able to separate issues that had been resolved from issues that must be determined? Yes No Not observed

If no, please explain: _____

10. Prior to the hearing, did the Hearing Officer clearly communicate directions to the parties for arranging the hearing location, dates and times? Yes No Not observed

If no, please explain: _____

11. During the hearing, did the Hearing Officer use clear, understandable language in written and verbal communications? Yes No Not observed

If no, please explain: _____

12. During the hearing, did the Hearing Officer control the proceeding: start on time, direct the hearing and maintain order? Yes No Not observed

If no, please explain: _____

13. During the hearing, was the Hearing Officer able to analyze problems and identify key issues? Yes No Not observed

If no, please explain: _____

14. At all times, did the Hearing Officer display a professional demeanor to the parties?

Yes No Not observed

If no, please explain: _____

15. At all times, did the Hearing Officer actively and attentively listen?

Yes No Not observed

If no, please explain: _____

16. At all times, did the Hearing Officer appear unbiased and treat both parties fairly and impartially?

Yes No Not observed

If no, please explain: _____

17. At all times, did the Hearing Officer display the ability to understand the issues of the dispute and the material presented?

Yes No Not observed

If no, please explain: _____

18. At all times, did the Hearing Officer display knowledge and ability to conduct hearings in accordance with standard legal practice?

Yes No Not observed

If no, please explain: _____
