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To:

From: Stephen W. F. Berwick, Legislation/Hearings

Subject: Evaluations for Administrative Hearings and Alternative Dispute Resolution Proceedings

As a party to an administrative hearing or alternative dispute resolution proceeding your input regarding your experience is very important in assisting the department to identify areas that are effective and those that might need to be strengthened. Please take a few minutes to fill out the enclosed form and send it or drop by the department of education.

Your assistance is greatly appreciated.

NEW HAMPSHIRE DEPARTMENT OF EDUCATION
HEARINGS/ALTERNATIVE DISPUTE RESOLUTION PROCEEDINGS

Case number:

Date:

Your name: (optional)

The purpose of this evaluation is to assist the Department to improve the mediation/hearings program. It is important that you complete ALL of the questions. Please circle only one answer, unless otherwise indicated. Feel free to write comments or notes, explaining or qualifying your answers.

1. In general, how did you feel about the Mediation/Hearings Program?
 - a. Very satisfied
 - b. Satisfied
 - c. No particular feelings one way or another
 - d. Not satisfied
 - e. Other: _____

2. Was there any kind of help you expected or needed from the New Hampshire Department of Education that you did not receive?
 - a. No
 - b. Yes, explain: _____

3. Was the mediation/hearings room in which the mediation/hearing occurred comfortable and otherwise appropriate?
 - a. Very comfortable/appropriate
 - b. Comfortable/appropriate
 - c. Slightly uncomfortable/inappropriate
 - d. Uncomfortable/inappropriate
 - e. Explain: _____

4. How clear was the Mediator/Hearing Officer in explaining the process to you?
 - a. Unclear
 - b. Somewhat clear
 - c. Fairly clear
 - d. Completely clear

5. Did the Mediator/Hearing Officer obtain your trust and confidence?
 - a. Did not
 - b. Partially
 - c. Completely

6. Did the Mediator/Hearing Officer understand the issue and the conflict?
 - a. Did not understand
 - b. Partially understood
 - c. Completely understood

7. Was the Mediator/Hearing Officer impartial?
 - a. Yes
 - b. No (if no, please explain: _____

8. Do you feel you were encouraged and given an opportunity to express your point of view?
 - a. No
 - b. Somewhat
 - c. Yes

9. Do you feel that the other participants were encouraged and given an opportunity to express their point of view?
 - a. No
 - b. Somewhat
 - c. Yes

10. Did the Mediator/Hearing Officer control the parties' conduct so that everyone was given ample time to appropriately express himself/herself?
 - a. Yes
 - b. No

11. Did the Mediator/Hearing Officer make him/herself available to hear emergency matters?
 - a. Yes
 - b. No

FOR SPECIAL EDUCATION IMPARTIAL DUE PROCESS HEARINGS ONLY:

12. Did the Hearing Officer issue rulings and decisions promptly?

13. Did the Hearing Officer encourage settlement and alternative dispute resolution where appropriate?

FOR MEDIATIONS ONLY:

14. Did the Mediator make it clear that any decision was up to the parties involved?
 - a. Not clear
 - b. Partially clear
 - c. Fairly clear
 - d. Completely clear

15. How satisfied were you with the particular results of your mediation agreement?
 - a. Not sure
 - b. Not satisfied
 - c. No particular feelings one way or another
 - d. Satisfied
 - e. Very satisfied

16. Do you feel communication between the parties has improved?
 - a. Not sure
 - b. Somewhat improved
 - c. Improved
 - d. Much improved

17. Would you recommend mediation as a dispute resolution process for special education issues?
 - a. No
 - b. With reservation
 - c. Yes
 - d. Wholeheartedly

18. Were other issues resolved between the parties that were not originally identified? If so, what were the issues?

19. Generally speaking, what issue originally caused you to request mediation? Was this issue resolved?

20. If the mediation was not successful, what do you consider to be the reasons for the failure?

21. If this dispute or related issues arose again, what method of dispute resolution would you pursue?

22. General comments:

If you have other information or feedback to offer the New Hampshire Department of Education Hearing/Mediation Program, please do not hesitate to either call or write to us at: New Hampshire State Department of Education, 101 Pleasant Street, Concord, NH 03301. Tel: (603) 271-2299.