

## Mediation Service Exit Survey: Family Court Services

Please fill out the following survey so we can better assess our service to you and the community.

Your mediator was: \_\_\_\_\_

Date: \_\_\_\_\_

You are:  Male  Female

Case # \_\_\_\_\_ (optional)

This is your:  First mediation  A return to mediation

**Circle one number for each question.**

1. **Instructions for what I had to do were:**

1                      2                      3                      4                      5  
Very unclear ←————→ —————→ Very clear

2. **The front office staff were:**

1                      2                      3                      4                      5  
Not helpful ←————→ —————→ Very helpful

3. **In mediation we came to::**

1    2    3  
No Agreement                      Some agreement                      A complete agreement

4. **My mediator was:**

1                      2                      3                      4                      5  
Not helpful at all ←————→ Some help —————→ Very helpful

5. **My mediator was:**

1                      2                      3                      4                      5  
Rude ←————→ —————→ Very respectful

6. **I feel \_\_\_\_\_ about the outcome of mediation:**

1                      2                      3                      4                      5  
Very upset ←————→ —————→ Very pleased

The following items are alleged or true in our case: (check yes or no)

Domestic violence:  Yes  No  
Separate sessions:  Yes  No  
Support person:  Yes  No

Child abuse:  Yes  No  
Drugs/alcohol abuse:  Yes  No

How could we improve our services to you?

Other comments:

You may return form to any court staff at any branch or mail form to Family Court Services, ATTN: Manager, 901 Park St.  
Paso Robles, CA 93446      **Thank you for participating in our survey.**