

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: _____

Case # _____ (optional)

This is your: First mediation A return to mediation

Check 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 your form via email to slo-fcssec@slo.courts.ca.gov, by fax at (805) 706-0210, or by mail to: Family Court Services, Attn: Manager, 1050 Monterey St., Rm. 224, San Luis Obispo, CA 93408

Thank you for participating in our survey.