

# Appendix B



## CLARK COUNTY SOCIAL SERVICE Neighborhood Justice Center

Your response to the following questions regarding your recent mediation will help us provide the best possible service.

Please grade the effectiveness of the mediator:

	Strongly Disagree					Strongly Agree
1... clearly explained the mediation process	1	2	3	4	5	
2... understood the issues involved	1	2	3	4	5	
3... was fair and impartial	1	2	3	4	5	

Please grade the effectiveness of the mediation process:

4... felt the mediation was better than going to court	1	2	3	4	5
5... would recommend mediation to others	1	2	3	4	5
6... if agreement was reached, was satisfied with the terms of the agreement	1	2	3	4	5

7... What did you like best about mediation? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

8... What, if anything, did you like least about mediation?  
 \_\_\_\_\_  
 \_\_\_\_\_

9... Overall, how satisfied were you with the services you received from the Neighborhood Justice Center?

least satisfied ..... satisfied ..... most satisfied  
 1                    2                    3                    4                    5

10... Any comments/remarks? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Thank you for your comments.  
Please deposit this card with the receptionist at the front counter or in any mailbox.**