

Program Utility Documents for Administering and Evaluating Your Mediation Program

Case #: _____

School Mediation Intake Form

Date: _____ Intake Person (Initials): _____

Initiating Party _____ Grade: _____ Sex (circle): M F Age (in years): _____ Race: African-American _____ Caucasian _____ Asian _____ Hispanic _____ Native-American _____ Inter-racial _____ Has Party Used Mediation Before? (please circle): Y N

Responding Party _____ Grade: _____ Sex (circle): M F Age (in years): _____ Race: African-American _____ Caucasian _____ Asian _____ Hispanic _____ Native-American _____ Inter-racial _____ Has Party Used Mediation Before? (please circle): Y N

Dispute Referred By (check most appropriate answer):

Teacher _____ Other Student _____ Principal or Administrator _____
Counselor _____ Discipline or Security _____ One of Parties _____

Nature of Dispute (check most appropriate answer):

Physical Fighting _____ Verbal Disagreement _____ Rumors _____
Property and/or Money _____ Truancy _____ Other Inappropriate Behavior _____

Presenting Problem (describe the problem that brought the parties to mediation):

Comments:

Was Mediation Scheduled? Yes _____ No _____

If Yes, Date Scheduled: _____

Co-Mediators Assigned: _____

Case #: _____

School Mediation Agreement Form-Elementary

Date: _____ Co-Mediators: (1) _____

(2) _____

First
Student(Name)_____

Grade: _____ Are they a boy or a girl? (circle): Boy Girl

Other
Student (Name)_____

Grade: _____ Are they a boy or a girl? (circle): Boy Girl

Did they make an agreement? Yes _____ No _____

Statement of Agreement:

First Student _____ Other Student _____

Mediator _____ Mediator _____

Case #: _____

School Mediation Follow-Up Form

Date of Mediation: _____ Date of Follow-Up: _____

Which Follow-up Is This? 2 week Follow-Up _____ 2 month Follow-Up _____

Follow-Up Done By (put initials): _____

Was an Agreement Reached in This Mediation? Yes _____ No _____

Initiating Party: _____

Grade: _____ Sex (circle): M F

(circle one)

This disputant was	satisfied	not satisfied	with the results of the mediation.
The conflict	has	has not	been resolved.
The agreement	has	has not	been followed for the most part.
The disputant	has	has not	had further conflict with the other since mediation.
The disputant	has	has not	used mediation since this case.

Responding Party: _____

Grade: _____ Sex (circle): M F

(circle one)

This disputant was	satisfied	not satisfied	with the results of the mediation.
The conflict	has	has not	been resolved.
The agreement	has	has not	been followed for the most part.
The disputant	has	has not	had further conflict with the other since mediation.
The disputant	has	has not	used mediation since this case.

Comments:

ROLE PLAY OBSERVATION SHEET

Observer: _____

Date of Observation: _____

School: _____

Day of Training: 1 2 3 4 (or approximate timing of observation, e.g. beginning, middle, end): _____

Trainers: _____

Mediator 1: Sex _____ Race _____ Grade _____

Mediator 2: Sex _____ Race _____ Grade _____

Disputant 1: Sex _____ Race _____ Grade _____

Disputant 2: Sex _____ Race _____ Grade _____

Topic of Dispute Role Play _____

For each of the following stages of the mediation process, indicate whether you think the skills were performed very well to very poorly on a scale of 1 to 5 (i.e., very well = 5, well = 4, medium = 3, poorly = 2, very poorly = 1). Also, please comment specifically on the reasons you rated as you did. Note the specific behaviors that were or were not performed adequately. Use checklists for guidance and prompting.

OPENING STATEMENT:

Introductions	1	2	3	4	5
Description of Mediation	1	2	3	4	5
Explanation of Mediator's Role	1	2	3	4	5
Explanation of Groundrules	1	2	3	4	5
Explanation of Confidentiality	1	2	3	4	5
Handling Questions	1	2	3	4	5

OVERALL 1 2 3 4 5

Comments:

FACT-FINDING

Ability to Gather Information	1	2	3	4	5
Maintaining Groundrules	1	2	3	4	5
Identifying Parties' Interests	1	2	3	4	5
Active Listening	1	2	3	4	5
Summarizing Parties' Statements	1	2	3	4	5

OVERALL 1 2 3 4 5

Comments:

CAUCUSING: Were caucuses used? yes no

Explanation of Caucusing	1	2	3	4	5
Ability to Gather Information	1	2	3	4	5
Summarizing Parties' Statements	1	2	3	4	5
Maintaining Confidentiality	1	2	3	4	5

OVERALL 1 2 3 4 5

Comments:

FINDING SOLUTIONS:

Brainstorming	1	2	3	4	5
Evaluating Solutions	1	2	3	4	5
Helping Parties Negotiate	1	2	3	4	5
Summarizing	1	2	3	4	5

OVERALL 1 2 3 4 5

Comments:

PREPARING AGREEMENT

Keeping Agreement Balanced	1	2	3	4	5
Making Agreement Specific	1	2	3	4	5
Planning for "What-Ifs"	1	2	3	4	5
Summarizing Agreement	1	2	3	4	5

OVERALL 1 2 3 4 5

Comments:

Mediation Training Evaluation - Staff

1. Your school: _____
2. Your job title: _____
3. Staff ID: _____
4. **If you are a teacher:**
 Grade you teach (please circle): K 1 2 3 4 5 6 7 8 9 10 11 12
 How long have you been a teacher? (please put number of years): _____
5. Your sex (please circle) M F
6. Your age (years): _____
7. Your race (check one): African-American _____ Caucasian _____ Asian _____
 Hispanic _____ Native American _____ Inter-racial _____

Use this scale to rate how much you agree with each of the following statements:

SA = Strongly Agree
A = Agree
D = Disagree
SD = Strongly Disagree
NA = Not Applicable to this Training

Circle one response for each:

- | | | | | | |
|--|----|---|---|----|----|
| 8. The training manuals were easy to follow. | SA | A | D | SD | NA |
| 9. The training manuals covered all information I needed about mediation. | SA | A | D | SD | NA |
| 10. The mediation trainers explained all mediation procedures clearly. | SA | A | D | SD | NA |
| 11. The mediation trainers answered all questions to my satisfaction. | SA | A | D | SD | NA |
| 12. The mediation trainers provided opportunities for persons to express their views about mediation. | SA | A | D | SD | NA |
| 13. The trainers gained my trust and confidence. | SA | A | D | SD | NA |
| 14. In general, the training included enough time to practice skills in resolving conflict. | SA | A | D | SD | NA |
| 15. In general, the training enhanced my own skills for resolving conflicts. | SA | A | D | SD | NA |
| 16. The training did a good job of preparing me to mediate conflicts. | SA | A | D | SD | NA |
| 17. The training did a good job of preparing me to supervise students who will be mediating conflicts. | SA | A | D | SD | NA |

18. Was anything NOT covered in training that you wish had been covered?

19. Is there anything you would suggest to improve the training?

The following questions ask about the training you received in methods for implementing a peer mediation program. If you have not yet received this training please leave these items unanswered.

- | | | | | | |
|---|----|---|---|----|----|
| 1. The trainers provided good ideas for publicizing the mediation program throughout the school. | SA | A | D | SD | NA |
| 2. I feel that I will be able to help explain mediation to other teachers and staff members in the school. | SA | A | D | SD | NA |
| 3. The trainers provided suggestions for structuring follow-up meetings with the mediators to keep them active and able to mediate. | SA | A | D | SD | NA |
| 4. The training did a good job of explaining how to do intake procedures for mediation | SA | A | D | SD | NA |
| 5. The training provided me with information about keeping records of the mediations and agreements. | SA | A | D | SD | NA |
| 6. In general, the training did a good job of preparing me to implement an effective peer mediation program in my school. | SA | A | D | SD | NA |

7. Was anything NOT covered in the mediation program implementation training that you wish HAD been covered?

8. Is there anything you would suggest to improve the mediation program implementation training?

Mediation Training Evaluation – Student Secondary

Your feedback on this mediation training is very important to us. We'd like to know what you thought of the peer mediation training you just completed. Please complete all of the following questions.

1. Your sex: M_____ F_____
2. What grade are you in? (please circle): 3 4 5 6 7 8 9 10 11 12
3. How old are you? (years): _____
4. Your race (check one): African-American _____ Caucasian _____ Asian _____
Hispanic _____ Native American _____ Inter-racial _____

Use this scale to rate how much you agree with each of the following statements:

SA = Strongly Agree
A = Agree
D = Disagree
SD = Strongly Disagree
NA = Not Applicable to this Training/Undecided

Circle one response for each:

- | | | | | | |
|--|----|---|---|----|----|
| 6. The training manuals were easy to follow. | SA | A | D | SD | NA |
| 6. The training manuals covered all information I needed about mediation. | SA | A | D | SD | NA |
| 7. The mediation trainers explained all mediation procedures clearly. | SA | A | D | SD | NA |
| 8. The mediation trainers answered all questions to my satisfaction. | SA | A | D | SD | NA |
| 9. The mediation trainers provided opportunities for persons to express their views about mediation. | SA | A | D | SD | NA |
| 10. The trainers gained my trust and confidence. | SA | A | D | SD | NA |
| 11. In general, the training included enough time to practice skills in resolving conflict. | SA | A | D | SD | NA |
| 12. In general, the training enhanced my own skills for resolving conflicts. | SA | A | D | SD | NA |
| 13. The training did a good job of preparing me to mediate conflicts. | SA | A | D | SD | NA |
| 14. Was anything NOT covered in training that you wish had been covered? | | | | | |

Mediation Training Evaluation – Student Elementary

What grade are you in?: 3 4 5 6

Circle one response for each:

1. The training manuals were easy to follow.

YES yes no NO

2. The mediation trainer explained the mediation process clearly.

YES yes no NO

3. The mediation trainer answered all my questions well.

YES yes no NO

4. The trainer gained my trust.

YES yes no NO

5. The training gave me enough time to practice mediation.

YES yes no NO

6. In general, the training helped me handle conflicts better.

YES yes no NO

7. The training did a good job of preparing me to mediate conflicts.

YES yes no NO

Case #: _____

Mediators' Feedback Form –Secondary

Co-Mediators should work together to answer this form. Complete one form per mediation. Please answer each of the following questions in terms of your feelings about the mediation you have just completed.

Co-Mediator #1: _____
Grade: _____ Sex (circle): M F

Co-Mediator #2: _____
Grade: _____ Sex (circle): M F

Date of Mediation: _____

Was an agreement reached in this mediation? Yes _____ No _____
Did you caucus during the mediation? Yes _____ No _____
Was the mediation held in a private place? Yes _____ No _____
Did both(all) parties agree to mediate? Yes _____ No _____
Did you explain the mediation process? Yes _____ No _____
Did you explain confidentiality? Yes _____ No _____
If an agreement was reached did you complete an agreement form? Yes _____ No _____

Please answer the following in terms of the extent to which you agree or disagree.

SA = Strongly Agree

A = Agree

D = Disagree

SD = Strongly Disagree

U = Undecided

1. We worked well together as co-mediators.	SA	A	D	SD	U
2. The parties gave a sincere effort in mediation.	SA	A	D	SD	U
3. We had difficulty helping the parties explain their sides of the situation.	SA	A	D	SD	U
4. We did not act in a biased way toward either party.	SA	A	D	SD	U
5. The parties were unable to come up with their own ideas for solving the problem.	SA	A	D	SD	U
6. We gained the parties' trust.	SA	A	D	SD	U
7. We could have done a better job of caucusing with the parties.	SA	A	D	SD	U
8. Overall the parties were very satisfied with the outcome of the mediation.	SA	A	D	SD	U
9. Overall the parties were very satisfied with the process of mediation.	SA	A	D	SD	U

Case #: _____

Mediators' Feedback Form -Elementary

CO-MEDIATORS ANSWER THESE QUESTIONS TOGETHER. HOW DID YOU FEEL ABOUT THE MEDIATION YOU JUST DID?

Co-Mediator #1: Name: _____
Grade: _____ Boy or Girl? (circle): Boy Girl

Co-Mediator #1: Name: _____
Grade: _____ Boy or Girl? (circle): Boy Girl

Date of Mediation: _____

Did you caucus during the mediation? Yes _____ No _____

Was the mediation held in a private place? Yes _____ No _____

Did you explain the mediation process? Yes _____ No _____

Did you explain confidentiality? Yes _____ No _____

- | | | | | |
|--|-----|-----|----|----|
| 1. We worked well together as co-mediators. | YES | Yes | No | NO |
| 2. The parties really tried to work things out. | YES | Yes | No | NO |
| 3. The parties had trouble telling their sides of the story. | YES | Yes | No | NO |
| 4. We were fair with both parties. | YES | Yes | No | NO |
| 5. We gained the parties' trust. | YES | Yes | No | NO |
| 7. We could have done a better job of caucusing. | YES | Yes | No | NO |
| 8. The parties were very happy with the mediation. | YES | Yes | No | NO |

Case #: _____

Parties' Feedback Form -Secondary

Please answer each of the following questions in terms of your feelings about the mediation you have just completed.

1. Name: _____
2. Grade: _____ 3. Sex (circle): M F
4. Date of Mediation: _____
5. You Were: Initiating Party _____ Responding Party _____
6. Was an agreement reached in this mediation? Yes _____ No _____
7. Did you caucus (meet with the mediators alone without the other party) in the mediation? Yes _____ No _____

Please answer the following in terms of the extent to which you agree or disagree.

SA = Strongly Agree

A = Agree

D = Disagree

SD = Strongly Disagree

U = Undecided

- | | | | | | |
|--|----|---|---|----|---|
| 8. The mediators helped us state our sides of the situation. | SA | A | D | SD | U |
| 9. I feel like I understand the other party's needs and feelings better now than before mediation. | SA | A | D | SD | U |
| 10. The mediators explained the mediation process clearly. | SA | A | D | SD | U |
| 11. The mediators explained confidentiality. | SA | A | D | SD | U |
| 12. The mediators were biased in favor of the other party. | SA | A | D | SD | U |
| 13. Mediation helped me think of more options for settling the problem. | SA | A | D | SD | U |
| 14. The mediators gained my trust. | SA | A | D | SD | U |
| 15. Caucusing did not help me handle the conflict more effectively. | SA | A | D | SD | U |
| 16. Mediation was worth the effort. | SA | A | D | SD | U |
| 17. Overall I'm very satisfied with the outcome of the mediation. | SA | A | D | SD | U |
| 18. Overall, I think the other party is very satisfied with the outcome of the mediation. | SA | A | D | SD | U |
| 19. I will use mediation again. | SA | A | D | SD | U |
| 20. I will recommend mediation to my friends. | SA | A | D | SD | U |
| 21. I'd like to become a peer mediator. | SA | A | D | SD | U |

Case #: _____

Parties' Feedback Form - Elementary

Please tell how you feel about the mediation you just did.

Your Name: _____

- | | | | | |
|--|-----|-----|----|----|
| 1. The mediators helped me tell my side of the story. | YES | Yes | No | NO |
| 2. Mediation helped me understand how the other person feels. | YES | Yes | No | NO |
| 3. The mediators let me know what would happen in mediation. | YES | Yes | No | NO |
| 4. The mediators told us about confidentiality. | YES | Yes | No | NO |
| 5. The mediators treated one of us better than the other. | YES | Yes | No | NO |
| 6. Mediation helped me think of good ways to handle the problem. | YES | Yes | No | NO |
| 7. I trusted the mediators. | YES | Yes | No | NO |
| 8. Mediation was worth the effort. | YES | Yes | No | NO |
| 9. I am very happy that I went to mediation. | YES | Yes | No | NO |
| 10. I will use mediation again. | YES | Yes | No | NO |
| 11. I will tell my friends to use mediation. | YES | Yes | No | NO |
| 12. I want to be a peer mediator. | YES | Yes | No | NO |

