JUDICIAL ARBITRATION SURVEY

Case Name: ________________________________ Case No.: ________________

1. Please tell us your relationship to this case.
   - ☐ Plaintiff (person filing lawsuit)
   - ☐ Defendant (person being sued)
   - ☐ Counsel for Plaintiff
   - ☐ Counsel for Defendant
   - ☐ Other ____________________
     (Please specify – e.g.: claims rep)

2. Please check the box next to the best answer for each question.
   - a. Was the arbitrator fair? (not biased for or against anyone)
     - ☐ YES ☐ NO
   - b. Were you able to explain your position fully?
     - ☐ YES ☐ NO
   - c. Do you think the arbitrator understood the important issues?
     - ☐ YES ☐ NO
   - d. Did judicial arbitration lower the cost of resolving this case?
     - ☐ YES ☐ NO
   - e. Did arbitration reduce the time needed to resolve this case?
     - ☐ YES ☐ NO
   - f. Do you feel a different ADR process would have been more effective?
     - ☐ YES ☐ NO
     If yes, check all that apply:
     - ☐ mediation, ☐ neutral case evaluation, or ☐ settlement mentor conference

3. Was the referral to arbitration ☐ Too early ☐ About right ☐ Too late

4. If the arbitrator’s award was rejected and a trial de novo requested:
   - a. How did the arbitrator’s award compare with the final resolution of this matter?
     - ☐ Same ☐ Similar ☐ Somewhat Similar ☐ No Relationship
   - b. Was the arbitrator’s award helpful to the final resolution of this matter?
     - ☐ Very Helpful ☐ Helpful ☐ Not Helpful

5 How many times have you used judicial arbitration?
   - ☐ 0 ☐ 1-5 ☐ 6-10 ☐ more than 10 times

6. How would you rate this arbitration experience?
   - ☐ Excellent ☐ Good ☐ Fair ☐ Poor

7. How did this experience compare to other disputes where you did not use arbitration?
   - ☐ Much better ☐ Better ☐ About the same ☐ Worse ☐ Doesn’t apply

8. Would you use arbitration again or recommend it to others? ☐ Yes ☐ No

Do you have comments or suggestions?
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________