

JotForm: ADR Program Participant Satisfaction Survey

USNRC Office of Enforcement ADR Program

Survey

USNRC Office of Enforcement ADR Program

Demographics and General Information

Q1. Select the point in the process that you entered into ADR.

☐ Early

☐ EnforcementADR (Prior to a predecisional enforcement conference)

☐ EnforcementADR (After issuance of enforcement action)

Q2. What was your role in this case?

☐ Alleger

☐ NRC Licensee (current/former/prospective)

☐ NRC Licensee Contractor (current/former/prospective)

☐ Legal Counsel for Alleger

☐ Legal Counsel for NRCLicensee/Contractor

☐ NRC employee

☐ Other

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☐ Legal Counsel for Allegor

☐ Legal Counsel for NRCLicensee/Contractor

☐ NRC employee

☐ Other

Q3. If you are an allegor, were you represented by legal counsel?

☐ Yes

☐ No

☐ N/A

Q4. Have you participated in mediations prior to this one?

☐ Yes

☐ No

Q5. This case:

☐ Settled

☐ Did not settle

Q6. Case Management Process

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☐ Yes

☐ No

Q5. This case:

☐ Settled

☐ Did not settle

Q6. Case Management Process

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The case was resolved in a reasonable amount of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The case was administered and scheduled in an effective way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Cornell University program administrator (intake neutral) provided an adequate amount of assistance during the processing of the case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Cornell University program administrator's (intake neutral) overall performance was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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The Cornell University program administrator (intake neutral) provided an adequate amount of assistance during the processing of the case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Cornell University program administrator's (intake neutral) overall performance was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7. Mediator's Performance

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The mediator remained neutral and impartial throughout the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator was knowledgeable about the ADR Program and associated expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator's overall performance was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator exhibited skills to assist the parties during the mediation session.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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The mediator's overall performance was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediator exhibited skills to assist the parties during the mediation session.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. Mediation Session and Process

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
There was enough information available to me about the ADR programs for me to make a decision on my participation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the resolution of the case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mediation process was fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There were several opportunities for me to share my views on the matter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would use the USNRC ADR Program mediation process again.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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my views on the matter.

I would use the USNRC ADR Program mediation process again.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q9. What other resources would you like to have made available to support future ADR mediations?

Type here...

Q10. If you are not satisfied with the resolution of your case, why not?

Type here...

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Q11. What can the USNRC do to enhance your ADR Program experience? Include suggestions to improve any aspect of the program, including mediator, intake neutral and overall program performance.

Type here...

Thank you for completing this survey. Based on your responses, the ADR Program may be further enhanced by conducting a follow-up with you to gain understanding and clarifications. If you would like to be contacted by the ADR Program Manager, via phone and/or email, please provide your contact information below.

If you would like to remain anonymous, please leave this section blank.

Name

First Name

Last Name

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Name

First Name

Last Name

Email

example@example.com

Phone Number

Please enter a valid phone number.

OMB NO. 3150-0217

EXPIRES: 8/31/2027

The estimated burden to respond to this voluntary information collection is 5 minutes. The information provided will be used to determine areas of improvement for the ADR program. If a means used to impose an information collection does not display a currently valid OMB control number, the NRC may not conduct or sponsor, and a person not required to respond to, the information collection.

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