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Case Information

Neutral Name

Case Manager Name

Firm Name



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What practice area best describes your case?

- Commercial
- Personal Injury
- Other (please specify)



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Have you used our services before?

- Yes
- No



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How did you hear about us?

- Ad
- Web Search
- LinkedIn
- Referral
- Industry Event
- CLE
- Court-Ordered
- Clause Language
- Other (please specify)



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Were you satisfied with your experience at ADR Systems?

Yes

No



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I was not satisfied with my experience at ADR Systems because: (check all that apply):

- My mediation or arbitration session took too long
- I waited too long for my mediation or arbitration session to begin
- The facilities were uncomfortable
- The staff was unprofessional
- Technical problems occurred
- My experience was unproductive
- Other (please specify)



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I was satisfied with my experience because (check all that apply):

- My mediation or arbitration session was productive
- The staff was attentive to my needs
- The facilities were comfortable
- Other (please specify)



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Were you satisfied with your neutral?

- Yes
- No



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Why were you unsatisfied with your neutral? My neutral (check all that apply):

- Did not work hard enough toward resolution
- Was not prepared
- Lacked knowledge of the applicable law
- Had a poor rapport with clients or counsel
- Arrived late to session
- Was unprofessional
- Was too evaluative
- Was too facilitative
- Was not friendly
- Other (please specify)



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Why were you satisfied with your neutral? My neutral (check all that apply):

- Worked hard toward resolution
- Completed my session in a timely manner
- Respected all participants
- Was well-versed in substantive issues and applicable law
- Was well-prepared
- Listened carefully
- Was professional
- Was personable
- Other (please specify)



Were you satisfied with your case manager?

- Yes
- No



Why were you unsatisfied with your case manager? My case manager (check all that apply):

- Did not provide adequate client care
- Was unorganized
- Did not greet me when I arrived for my session
- Failed to follow up with me regarding my case
- Was unprofessional
- Was a poor communicator
- Was disengaged
- Did not understand my needs
- Other (please specify)



Why were you satisfied with your case manager? My case manager (check all that apply):

- Was responsive
- Answered my questions
- Was knowledgeable
- Scheduled my case quickly and efficiently
- Recommended a great neutral
- Other (please specify)



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Would you choose ADR Systems' again?

Yes

No