



# Center for Restorative Justice & Peacemaking

An International Resource Center in Support of Restorative Justice Dialogue, Research and Training

## Program Evaluation Kit: Family Group Conferencing

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## Family Group Conferencing Pre-Conference Survey

### Victim Survey

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Age: \_\_\_\_\_

Race (optional) \_\_\_\_\_

Name and phone number of person who can help us reach you? \_\_\_\_\_

**Instructions: Please circle the response that best reflects your feelings.**

1. How satisfied are you with the way the justice system handled your case so far?

|                |           |              |                   |            |
|----------------|-----------|--------------|-------------------|------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Don't Know |
| 4              | 3         | 2            | 1                 | -7         |

2. How important is it to you to meet with the offender and talk about the incident?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |

3. How important is it for you to receive an apology from the offender?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |

4. How important is it for you to tell the offender how you felt about the crime?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |

5. How important is it for you to receive answers to questions you would like to ask the offender?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |



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## Family Group Conferencing Pre-Conference Survey

### Offender Survey

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Age: \_\_\_\_\_

Race (optional) \_\_\_\_\_

Name and phone number of person who can help us reach you? \_\_\_\_\_

**Instructions: Please circle the response that best reflects your feelings.**

1. How satisfied are you with the way the justice system handled your case so far?

|                |           |              |                   |            |
|----------------|-----------|--------------|-------------------|------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Don't Know |
| 4              | 3         | 2            | 1                 | -7         |

2. How important is it to you to meet with the victim and talk about the incident?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |

3. How important is it for you to apologize to the victim?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |

4. How important is it for you to tell the victim what happened and why?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |

5. How important is it for you to participate in a discussion about how you could make things right for the victim?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |

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6. How important is it for you to pay back the victim with work or money?

|                |           |             |                  |            |
|----------------|-----------|-------------|------------------|------------|
| Very Important | Important | Unimportant | Very Unimportant | Don't Know |
| 4              | 3         | 2           | 1                | -7         |

7. On a scale of 1 to 10, one being the not at all responsible and 10 being completely responsible, how much responsibility to you feel for your involvement in this offense?

|                 |   |   |   |   |   |   |   |   |                        |
|-----------------|---|---|---|---|---|---|---|---|------------------------|
| Not Responsible |   |   |   |   |   |   |   |   | Completely Responsible |
| 1               | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                     |

8. What do you hope to gain by participating in the Family Group Conference?

10. What concerns you the most about participating in the Family Group Conference?

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## Family Group Conferencing Post-Mediation Victim Interview Schedule

Program Case Number: \_\_\_\_\_

Interview Date: \_\_\_\_\_

Interviewer: \_\_\_\_\_

Age of offender: \_\_\_\_\_

Gender: \_\_\_\_\_

Race: \_\_\_\_\_

Offense \_\_\_\_\_

### I Would Like To Begin By Asking You A Few General Questions.

1. Did you know the offender before the crime occurred?
  1. yes            0. no

1A. IF YES: How did you know the offender?

  - a. friend
  - b. acquaintance
  - c. neighbor
  - d. other
2. Have you been a victim of a crime before?
  1. yes            0. no
3. Of the following possible effects of the crime on your life, which was the most important effect for you?
  - a. a greater sense of fear
  - b. the loss of property
  - c. the damage to property
  - d. the hassle of dealing with police and court officials
  - e. a feeling of powerlessness

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**I Would Now Like To Ask You A Few Questions About Your Experience With The Justice System In This Case.**

4. How satisfied were you with the way the justice system handled your case?

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 4              | 3         | 2            | 1                 |

5. Do you believe the offender was adequately held accountable for his/her behavior?

1. yes      0. no

6. Do you believe that the Family Group Conferencing program should be routinely offered to victims of a crime as part of the criminal justice system

1. yes      0. no      -8. don't know

**Now I Would Like To Ask A Few Questions About The Family Group Conferencing Program.**

7. Do you believe that your participation in the Family Group Conferencing program was voluntary, that is, did you feel that you could say that you didn't want to participate in the program.

1. yes      0. no

7A. IF YES: Why did you choose to participate in the victim offender conferencing program?

- a. to get paid back for losses
- b. to let the offender know how you felt about the crime
- c. to receive answers to questions you had
- d. to help the offender
- e. to receive an apology
- f. other \_\_\_\_\_

8. Do you feel the facilitator prepared you sufficiently for the meeting with the offender?

1. yes      0. no

8A. If yes, what was most helpful?

8B. If no, what information would have been most helpful to you?

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**Now I Would Like To Ask You Some Questions About Your Experience In The Meeting With The Offender. For Each Of The Following Items, Please Tell Me Whether The Item Is Very Important, Important, Unimportant, Or Very Unimportant.**

9. How important was it for you to meet with the offender and talk about the incident?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

10. To receive answers to questions you would like to ask the offender.

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

11. To tell the offender how you felt about the crime?.

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

11. To participate in a discussion about how the offender could make things right for you?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

12. To get paid back from the offender with work or money?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

13. That the offender gets some counseling or other type of help.

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

14. To have the offender spend some time in jail or a correctional facility?.

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

15. To have the opportunity to negotiate a pay back agreement with the offender that was acceptable to both of you?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

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16. To receive an apology from the offender?.

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

16A. Did the offender seem to be sorry about the way he or she hurt you?

1. yes            0. no

16B. Did the offender offer an apology?

1. yes            0. no

**I Would Like To Ask You Some Additional Questions About The Meeting With The Offender And Its Outcome.**

17. Was a restitution agreement negotiated during the meeting with the offender?

1. yes            0. no

18. Do you feel the restitution agreement was fair to you?

1. yes            0. no

18A. If no, why don't you feel it was fair to you?

19. Do you feel the restitution agreement was fair to the offender?

1. yes            0. no

19A. If no, why don't you feel it was fair to the offender?

20. Did the facilitator remain neutral during the negotiation of the agreement?

21. Was it helpful to meet the offender?

- 1. Not at all helpful
- 2. Somewhat helpful
- 3. Very helpful

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22. Which of these choices best describes your attitude about the conference with your offender:
5. Very positive
  4. Positive
  3. Mixed; positive and negative
  2. Negative
  1. Very negative
23. On a scale from 1 to 10 where 1 is least important to you and 10 is most important to you, how important was each of the following tasks of the facilitator?
- \_\_\_\_\_ a. providing leadership
- \_\_\_\_\_ b. making you and the offender feel comfortable and safe
- \_\_\_\_\_ c. taking charge and doing most of the talking
- \_\_\_\_\_ d. allowing plenty of time for you to talk directly with the offender
- \_\_\_\_\_ e. being a good listener
- \_\_\_\_\_ f. helping us formulate the restitution agreement
24. Do you believe the mediator was fair?
1. yes            0. no
- 23A. If no, in what way was he or she unfair?
25. Which of these choices best describes your attitude about the mediator who worked with you and the offender:
5. Very satisfied
  4. Satisfied
  3. No attitude
  2. Dissatisfied
  1. Very dissatisfied
26. If you had it to do over again, would you choose to meet the offender at a Family Group Conference??
1. yes            0. no

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- 
27. Would you recommend Family Group Conferencing to other victims of crime?
1. yes            0. no
28. When you left the conference session with your offender, how satisfied were you about the outcome of the meeting?
4. Very satisfied  
 3. Satisfied  
 2. Dissatisfied  
 1. Very dissatisfied
29. Which of the following choices best describes your attitude toward the offender at this point?
5. Very positive  
 4. Positive  
 3. Mixed: Both positive and negative  
 2. Negative  
 1. Very negative
30. Are you afraid the offender will commit another crime against you?
1. yes            0. no            -8. don't know
31. How do you now feel about the crime committed against you?
1. Not upset  
 2. Somewhat upset  
 3. Very upset
32. For some victims of crime, the anxiety of being further victimized increases. On a scale of 1 to 10 where 1 is no anxiety and 10 is high anxiety, how much anxiety do you feel now about being revictimized?

No Anxiety High Anxiety

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1    2    3    4    5    6    7    8    9    10

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33. What three things did you find the most helpful about your Family Group Conferencing experience?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

34. What three things did you find least helpful about your Family Group Conferencing experience?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Now I Would Like To Ask You A Few Questions About The Additional People Present At Your Conference.**

35 How important was the presence of your support people during your conference?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

36. Which support person's presence was most important to you?

37. Was anyone missing whom you would have liked to have been present?

1. yes      0. no

38. Were you comfortable with the number of people present at the conference?

1. yes      0. no

39. In general now, is there anything else you would like to say about the conference with your offender or how your case was handled?

**Thank You Very Much For Your Willingness To Participate In This Program Evaluation.**

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**Family Group Conferencing  
Post-Mediation Offender Interview Schedule**

Program Case Number: \_\_\_\_\_

Interview Date: \_\_\_\_\_

Interviewer: \_\_\_\_\_

Age of offender: \_\_\_\_\_

Gender: \_\_\_\_\_

Race: \_\_\_\_\_

Offense \_\_\_\_\_

**First, I Would Like To Ask You A Question About Your Experience With The Justice System In This Case.**

1. How satisfied were you with the way the justice system handled your case?

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 4              | 3         | 2            | 1                 |

**Now I Would Like To Ask A Few Questions About The Family Group Conferencing Program.**

2. Did you want to participate in the Family Group Conferencing program?

1. yes            0. no

2A. IF YES: Why did you want to participate in the program? (Read all responses.

- a. to pay back the victim for their losses
- b. to let the victim know why you did it
- c. to offer an apology
- d. to take direct responsibility for making things right
- f. other \_\_\_\_\_

2B Did you know the victim?

1. yes            0. no

2B(1) If yes, what was your relationship to the victim?

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3. Do you feel the facilitator prepared you sufficiently for the meeting with your victim?

1. yes            0. no

3A. If yes, what was the most helpful in this preparation?

3B. If no, what information would have been most helpful to you?

4. On a scale of 1 to 10 where 1 is not at all responsible and 10 is completely responsible, how much responsibility do you feel for your involvement in this case?

Not at all Responsible

Completely Responsible

1    2    3    4    5    6    7    8    9    10

**Now I Would Like To Ask You Some Questions About Your Experience In The Meeting With The Victim. For Each Of The Following Items, Please Tell Me Whether The Item Is Very Important, Important, Unimportant, Or Very Unimportant.**

5. To meet with the victim and talk about the incident?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

6. To be able to tell the victim what happened and why?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

8. To participate in a discussion about how you could make things right for the victim?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

9. To pay back the victim with work or money?.

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

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10. To apologize to the victim?.

Very Important      Important      Unimportant      Very Unimportant  
4                      3                      2                      1

10A. Did you apologize to your victim?  
1. yes              0. no

**I Would Like To Ask You Some Additional Questions About The Meeting With The Victim And Its Outcome.**

11. Was a pay back agreement negotiated during the conference?

1. yes              0. no

12. Do you feel the agreement was fair to you?

1. yes              0. no

12A. If no, why don't you feel it was fair to you?

13. Do you feel the restitution agreement was fair to the victim?

1. yes              0. no

13A. If no, why don't you feel it was fair to the victim?

14. Did you have input into the restitution agreement?

1. yes              0. no

15. Do you feel that facilitator remained neutral during the negotiation of the agreement?

1. yes              0. no

16. Was it helpful to meet the victim?

1. Not at all helpful  
2. Somewhat helpful  
3. Very helpful

17. Do you feel better after having met with the victim?

1. yes              0. no

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18. Which of these choices best describes your attitude about the conference with your victim?

- 5. Very positive
- 4. Positive
- 3. Mixed; positive and negative
- 2. Negative
- 1. Very negative

19. On a scale from 1 - 10 where 1 is the least important to you and 10 is the most important, how important was each of the following tasks of the mediator?

- \_\_\_\_\_ a. providing leadership in the meeting
- \_\_\_\_\_ b. making you and the victim feel comfortable and safe
- \_\_\_\_\_ c. taking charge and doing most of the talking
- \_\_\_\_\_ d. allowing plenty of time for you to talk directly with the victim
- \_\_\_\_\_ e. being a good listener
- \_\_\_\_\_ f. helping to formulate the restitution agreement
- \_\_\_\_\_ g. other \_\_\_\_\_

20. Do you believe the facilitator was fair?

- 1. yes            0. no

20A. IF NO: In what way was he or she unfair?

21. Which of these choices best describes your attitude about the facilitator who worked with you and the victim?:

- 5. Very satisfied
- 4. Satisfied
- 3. No attitude
- 2. Dissatisfied
- 1. Very dissatisfied

22. If you had it to do over again, would you choose to meet the victim at a conference?

- 1. yes            0. no

23. Would you recommend the Family Group Conferencing program to friends that might get in trouble?

- 1. yes            0. no

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24. When you left the conference session with your victim, how satisfied were you about the outcome of the meeting?

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 4              | 3         | 2            | 1                 |

25. Which of the following choices best describes your attitude toward the victim at this point?

5. Very positive
4. Positive
3. Mixed: positive and negative
2. Negative
1. Very negative

26. What three things did you find the most helpful about your Family Group Conferencing experience?

- 1.
- 2.
- 3.

27. What three things did you find least helpful about your Family Group Conferencing experience?

- 1.
- 2.
- 3.

**Now I Would Like To Ask You A Few Questions About The Additional People Present At Your Conference.**

28. How important was the presence of your support people during your conference?

|                |           |             |                  |
|----------------|-----------|-------------|------------------|
| Very Important | Important | Unimportant | Very Unimportant |
| 4              | 3         | 2           | 1                |

29. Which support person's presence was most important to you?

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30. Was anyone missing whom you would have liked to have been present?

1. yes            0. no

31. Were you comfortable with the number of people present at the conference?

1. yes            0. no

32. In general now, is there anything else you would like to say about the conference with your victim or how your case was handled?

**Thank You Very Much For Your Willingness To Participate In This Program Evaluation.**

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**Family Group Conferencing  
Post-Mediation Support Person Interview Schedule**

Program Case Number: \_\_\_\_\_

Interview Date: \_\_\_\_\_

Interviewer: \_\_\_\_\_

Age of offender: \_\_\_\_\_

Gender: \_\_\_\_\_

Race: \_\_\_\_\_

Offense \_\_\_\_\_

**I Would Like To Begin By Asking You A Few General Questions.**

1. Prior to your participation in this Family Group Conference Program, had you heard of the program?

1. yes            0. no

1a. If yes, where did you hear about the program?

2. Who were you at the conference to support?

- 1. Victim
- 2. Offender
- 3. Other

3. What is your relationship to the \_\_\_\_\_ ( read response from #2).

- 1. Spouse
- 2. Parent
- 3. Sibling
- 4. Other relative
- 5. Neighbor/friend
- 6. Professional (teacher, counselor etc.)
- 7. Business Associate
- 8. Other \_\_\_\_\_

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4. How satisfied are you with the way the justice system handled the case?

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 4              | 3         | 2            | 1                 |

5. Do you believe that the Family Group Conferencing program should be routinely offered to victims of a crime as part of the criminal justice system

1. yes      0. no      -8. Don't know

**Now I Would Like To Ask You Some Questions About Your Experience In The Conference. For Each Of The Following Items, Please Tell Me Whether The Item Is Very Important, Important, Unimportant, Or Very Unimportant.**

6. How important do you feel it was for the victim and the offender to meet and talk about the incident?

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 4              | 3         | 2            | 1                 |

6a. Why?

7. For the two parties to have the opportunity to negotiate a pay back agreement?

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 4              | 3         | 2            | 1                 |

7a. Why?

8. For the parties to have support people present if they choose to do so?

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 4              | 3         | 2            | 1                 |

8a. Why?

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## I Would Like To Ask You Some Additional Questions About The Family Group Conference

9. Was the restitution agreement negotiated during the conference fair to both parties?
1. yes            0. no
- 9a. If no, for whom wasn't it fair?
1. victim            2. offender
- 9a1. Why wasn't it fair
10. Did the facilitator remain neutral during the negotiation of the agreement?
1. yes            0. no
11. Which of these choices best describes your attitude about the Family Group Conference?
5. Very positive  
4. Positive  
3. Mixed; positive and negative  
2. Negative  
1. Very negative
- 11a. Why do you feel this way?
12. On a scale from 1 to 10 where 1 is least important and 10 is most important, how important was each of the following tasks of the facilitator?
- \_\_\_\_\_ a. providing leadership  
\_\_\_\_\_ b. making everyone feel comfortable and safe  
\_\_\_\_\_ c. taking charge and doing most of the talking  
\_\_\_\_\_ d. allowing plenty of time for everyone to talk  
\_\_\_\_\_ e. being a good listener  
\_\_\_\_\_ f. helping to formulate the restitution agreement
13. Do you believe the facilitator was fair throughout the conference?
1. yes            0. no
- 13a. If no, in what way was he or she unfair?

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14. Which of these choices best describes your attitude about the facilitator?

- 5. Very satisfied
- 4. Satisfied
- 3. No attitude
- 2. Dissatisfied
- 1. Very dissatisfied

14a. **[INTERVIEWER - If no attitude, dissatisfied or very dissatisfied ask why they feel the way they do].**

15. If asked to participate as a support person again in a conference would you choose to do so?

- 1. yes
- 0. no

15a. IF NO, why not?

16. Would you recommend Family Group Conferencing to individuals or families who find themselves involved in an incident either as a victim or an offender?

- 1. yes
- 0. no

16a. Why or Why not?

17. When you left the conference, how satisfied did you feel about the outcome?

- |                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 4              | 3         | 2            | 1                 |

18.. What three things did you find the most helpful about the Family Group Conferencing experience?

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

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19. What three things did you find least helpful about the Family Group Conferencing experience?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

20. How valuable was participating in the Family Group Conference to you?

1. Not valuable

2. It had a little value

3. It had a lot of value

4. It was extremely valuable

20a. Why?

21. Which approach do you believe will be more effective in positively changing the behavior of youth (18 years old or younger) who have been involved with the police for an incident like the one described at your conference?

1. Traditional Courts

2. Family Conferencing

3. Other \_\_\_\_\_

21a. Why so you feel this way?

22. Do you believe that the Family Group Conference approach will benefit society as a whole?

1. yes            0. no

22a. Why or why not?

23. In general now, is there anything else you would like to say about the Family Group Conference Program?

**Thank You Very Much For Your Willingness To Participate In This Program Evaluation.**