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Program Evaluation Kit: Victim Offender Mediation Programs

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This Program Evaluation Kit was made possible by a grant from the State Justice Institute in Alexandria, Virginia to the Minnesota Citizens Council on Crime and Justice in Minneapolis. The Minnesota Citizens Council on Crime and Justice contracted with the University of Minnesota for the services of the Principal Investigator.

Use of the questionnaires should give credit in the following manner:

The questionnaires used by our program are based on those initially prepared by Dr. Mark Umbreit at the School of Social Work, University of Minnesota in Minneapolis. Dr. Umbreit served as the Principal Investigator for the Citizens Council Mediation Services in Minneapolis related to a study of victim offender mediation programs in four states. This research was funded by the State Justice Institute in Alexandria, Virginia. These questionnaires were adapted from the larger study conducted by Dr. Umbreit.

For further information concerning this study, see Dr Umbreit's book *Victim Meets Offender: The Impact of Restorative Justice & Mediation*, PO Box 249, Monsey, NY 10952, Phone: 800-914-3379, Fax: 914-362-8376 Published 1994. 256 pages. ISBN: 1-88179802-X

Program Evaluation Kit: Victim Offender Mediation Programs

Introduction

Victim offender mediation and reconciliation programs provide an opportunity for those who commit criminal offenses to meet face-to-face with the person they victimized, in the presence of a trained mediator. It is a conflict resolution process designed to be fair to both parties. The competency of the mediator is the most critical factor related to whether or not the parties have their informational, emotional and material needs met by the mediation process.

Consumer feedback about any type of service provision, including mediation, is an important element in maintaining quality control. Through a consistent and reliable system of receiving feedback from clients about their satisfaction with the mediation process and outcomes, important and helpful information can be obtained for program managers and mediations.

This Program Evaluation Kit is designed to be a self-administered system for routinely collecting client satisfaction as part of the ongoing operation of a victim offender mediation program. By “self-administered” we mean that this evaluation kit can be implemented by program staff and volunteers, without the need for a special program evaluation grant or connection with a researcher at a University or related institution. If used properly, the program evaluation system presented in this kit can be easily integrated into the on-going operation of the program and can actually offer a good quality experience for previous participants in mediation, by asking for their feedback about how their case was handled.

The Program Evaluation Kit has been developed from the knowledge and experience gained from a two and one half year multi-state evaluation of victim offender mediation programs working with juvenile offenders and their victims. This research, represented the largest study of victim offender mediation in the U.S. and was completed during the summer of 1992. It was funded by a grant from the State Justice Institute in Alexandria, Virginia to the Minnesota Citizens Council on Crime and Justice in Minneapolis. The Citizens Council contracted with Dr. Mark Umbreit at the School of Social Work at the University of Minnesota to serve as Principal Investigator.

The questionnaires included in this Program Evaluation Kit represent a collapsed version of the larger instruments developed and administered by Dr. Umbreit and his staff in a total of 1,153 interviews with victims and offenders related to mediation programs in Albuquerque (NM), Austin (TX), Minneapolis (MN), and Oakland (CA). With slight modification, the enclosed questionnaires can be used for either juvenile or adult offenders.

Questionnaires

This Program Evaluation Kit includes the following questionnaires, for both mediation participants and a comparison group available to all mediation programs consisting of those victims and offenders referred to mediation but who do not participate.

Mediation Groups

1. Post Mediation Victim Questionnaire
2. Post Mediation Offender Questionnaire

Comparison Groups

3. Referred but no Mediation Victim Questionnaire
4. Referred but no Mediation Offender Questionnaire.

Answers to Important Questions

Who should conduct the interviews?

It is important that persons with a stake in the outcome of the mediation not do the interviewing. For example, the mediator in the case should not conduct the interview. The best arrangement is to have either a volunteer (who does not currently serve as a mediator) or a student intern conduct the interview. Whoever does the interviewing should practice and role play their interviewing skills, under supervision, prior to doing the actual interviewing with victims and offenders.

How are interviews administered?

All of the questionnaires are designed to be administered over the phone during an interview which should take 15-30 minutes.

When should the post mediation interviews occur?

Post mediation interviews with victims and offenders should occur approximately two months after the date of the mediation.

When should the comparison group interviews occur?

Interviews with victims and offenders who were referred to the program but who did not participate in mediation should be interviewed approximately two months after the date their case receives a disposition from the court or the date in which the mediation program refers the case back to the court. The main issue is that the two month period be measured from the same starting point in all cases.

Should a random sample of cases be selected for interviews?

Many victims offender mediation programs do not have a large enough base of case referrals to allow for random sampling of cases for interviews. In these programs, an availability sample should be used. This simply means that all available subjects are given the opportunity to be interviewed.

For those programs with a large and consistent base of case referrals, however, a systematic random sample is far more desirable. A systematic random sample simply means that you randomly select a starting point in a list of cases and then select every other case to be interviewed.

Do we have to conduct interviews with the comparison groups?

Interviewing those victims and offenders who were referred to the program but who did not participate in mediation will provide an important point of comparison. For example, a finding that 90% of victims in mediation are satisfied with the way their case was handled by the justice system, including the mediation process, is impressive. Without a comparison group, we don't know if 90% of similar victims who did not participate in mediation were also satisfied with the way their case was handled by the justice system.

While it is clearly preferable to interview victims and offenders in both the mediation program and those who were referred but did not participate, this is not absolutely required. If your limited resources require fewer interviews, then simply interviewing those in mediation can occur. This is a weaker and less valid technique for evaluating the program, yet data on program participants alone is better than no evaluation data at all.

It should be noted that a stronger comparison group would consist of offenders from the same jurisdiction who are matched with mediation offenders along the variables of age, sex, race, offense and prior convictions, as well as the victims of these matched offenders. This type of comparison group, however is more difficult to obtain and would require the assistance of a person trained in research techniques and program evaluation.

What if I have additional questions that need to be asked?

There is absolutely no reason that you couldn't add a number of additional questions that relate to the needs of your specific program. In fact, this is encouraged. The more practical and relevant the system of program evaluation is, the more likely that you will make use of it as part of the on-going operation of the program.

Post Mediation Victim Interview Schedule

Program Site: _____

Program Case Number: _____

Interview Date: _____

Interviewer: _____

Age of Victim: _____

Gender: _____

Race: _____

Offense: _____

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Post Mediation Victim Interview Schedule

I would like to begin by asking you a few general questions.

1. Did you know the offender before the crime occurred?
 - a. yes
 - b. no

- 1.A. 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?
 - a. yes
 - b. no

- 2.A. If Yes: How many prior victimizations? _____
What kind of crime were they?
 - a. Crimes against property _____ (number)
 - b. Crimes against person _____ (number)

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

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?
 - a. Very Satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very Dissatisfied

5. Do you believe that your opinion regarding the crime and offender was adequately considered in this case?
 - a. yes
 - b. no

6. Were you informed by the juvenile justice system as to the action taken regarding the offender in your case?
 - a. yes
 - b. no

-
-
7. Do you believe the offender was adequately held accountable for his/her behavior?
a. yes b. no
8. Do you believe that victim offender mediation program should be a standard part of the criminal justice system and offered, on a voluntary basis, to all victims who would find it helpful?
a. yes b. no

Now I would like to ask a few questions about the victim offender mediation program.

9. Do you feel that your being in the mediation program was your own choice?
a. yes b. no
- 9.A. If Yes: Why did you chose to participate in the victim offender mediation program?
a. to get paid back for losses
b. to let the offender know how I felt about the crime
c. to receive answers to questions I had
d. to help the offender
e. to receive an apology
f. other _____
10. Do you feel the mediator prepared you sufficiently for the meeting with your offender?
a. yes b. no
- 10.A. What was the most helpful in this preparation for mediation? (Select one)
a. being told what happens in mediation
b. having someone listen to my story about what happened
c. explaining what the possible benefits of mediation are
d. other _____
- 10.B. What was the least helpful in this preparation for mediation? (Select one)
a. not receiving enough information about mediation
b. feeling that you had no choice about participation in mediation
c. no one listened to your story about what happened or how you felt about it
d. you never understood why mediation could be of benefit to you
11. Who was present at the mediation session? (**interviewer note: roles, not names**)
a. number of mediators _____
b. number of victims _____
c. number of people with victim _____
d. number of offenders _____
e. number of people with offender _____
12. How long did the mediation session last? _____

13. Would you say the tone of the meeting was generally:

- a. friendly
- b. hostile
- c. other _____

14. Were you surprised by anything that occurred in the mediation session?

- a. yes
- b. no

14.A. If yes: By What?

- a. it went better than you expected
- b. it was worse than you expected
- c. the offender seemed sincere
- d. the offender was so arrogant
- e. other _____

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.

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

- a. Very Important
- b. Important
- c. Unimportant
- d. Very Unimportant.

15.A. What are your thoughts about this?

16. To tell the offender how the crime affected you.

- a. Very Important
- b. Important
- c. Unimportant
- d. Very Unimportant.

16.A. Why do you say that?

17. To get paid back for your losses by the offender.

- a. Very Important
- b. Important
- c. Unimportant
- d. Very Unimportant.

17.A. Please tell me more about this?

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

- a. Very Important
- b. Important
- c. Unimportant
- d. Very Unimportant.

18.A. Why is that?

19. To have the offender committed to a correctional institution.

- a. Very Important
- b. Important
- c. Unimportant
- d. Very Unimportant.

19.A. Could you tell me more about this?

20. To have the offender say he or she is sorry.

- a. Very Important
- b. Important
- c. Unimportant
- d. Very Unimportant.

20.A. Did the offender seem to be sorry about the way s/he hurt you?

- a. yes
- b. no

20.B. Did the offender offer an apology?

- a. yes
- b. no

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

- a. Very Important
- b. Important
- c. Unimportant
- d. Very Unimportant.

21.A. Why is that?

I would like to ask you some additional questions about the meeting with the offender and its outcome.

22. Was a pay back agreement negotiated during the mediation session with the offender?

- a. yes
- b. no

22.A. If yes: What was agreed upon?

- a. amount of money _____
- b. amount of work _____
- c. other _____

23. Was the restitution agreement fair to you?

- a. yes
- b. no

23.A. Could you tell me more about this?

24. Was the restitution agreement fair to the offender?

- a. yes
- b. no

24.A. Why do you say that?

25. Was it helpful to meet the offender?

- a. Not at all helpful
- b. Somewhat helpful
- c. Very helpful

25.A. Why?

-
-
26. Which of the following choices best describes your attitude toward the **offender** at this point in time?
- a. Very Positive
 - b. Positive
 - c. Mixed: Positive & Negative
 - d. Negative
 - e. Very Negative
27. Are you afraid the offender will commit another crime against you?
- a. yes
 - b. no
28. How do you now feel about the crime committed against you?
- a. Very Upset
 - b. Somewhat Upset
 - c. Not Upset
29. How likely is it do you think that the offender will commit another crime against somebody?
- a. Very Likely
 - b. Likely
 - c. Unlikely
 - d. Very Unlikely
30. Which of these choices best describes your attitude about the **mediation session** with your offender:
- a. Very Positive
 - b. Positive
 - c. Mixed; Positive and Negative
 - d. Negative
 - e. Very Negative
- 30.A. What are your thoughts about this?
31. Who did most of the talking during the mediation session: (roles, not names)
- a. the mediator
 - b. yourself, as the victim
 - c. the offender

32. Of the following items, please rank the three most important tasks of the mediator, with #1 being the most important?

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

33. Do you believe the mediator was fair?

- a. yes
- b. no

33.A. If no: In what way was s/he unfair?

34. Which of these choices best describes your attitude about the mediator who worked with you and the offender?:

- a. Very Satisfied
- b. Satisfied
- c. No Attitude
- d. Dissatisfied
- e. Very Dissatisfied

34.A. Could you explain your answer?

35. If you had it to do over again, would you again chose to meet the offender with a mediator?

- a. yes
- b. no

35.A. What are your thoughts about this?

36. Would you recommend victim offender mediation to other victims of crime?

- a. yes
- b. no

36.A. Could you explain your answer?

37. When you left the mediation session with your offender, how satisfied were you about the outcome of the meeting?

- a. Very Satisfied
- b. Satisfied
- c. Dissatisfied
- d. Very Dissatisfied

38. What three things did you find the **most** satisfying about the victim offender mediation experience?

- 1. _____
- 2. _____
- 3. _____

39. What three things did you find the **least** satisfying about the victim offender mediation experience?

- 1. _____
- 2. _____
- 3. _____

The following represent statements that are sometimes made by victims who participate in victim offender mediation. Please indicate whether you strongly agree, agree, disagree, or strongly disagree with each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree
40. Victim offender mediation allowed me to express my feelings about being victimized.				
41. Victim offender mediation allowed me to participate more fully in the criminal justice process.				
42. The offender was not sincere in his/her participation.				
43. I have a better understanding of why the crime was committed against me.				
44. The offender participated only because s/he was trying to stay out of jail.				
45. Participation in victim offender mediation made the criminal justice process more responsive to my needs as a human being.				

46. As a result of your participation in victim offender mediation, have any of your attitudes about crime or the juvenile justice system changed?

-
-
- a. yes b. no

46.A. If Yes: What attitudes and why?

47. Of the following items, please rank the three most important concerns you have related to fairness in the justice system, with #1 being the most important.

- _____ a. punishment of the offender
_____ b. paying back the victim
_____ c. help for the offender
_____ d. active participation by the victim in the juvenile justice system
_____ e. expression of apology by the offender
_____ f. other _____

48. Given your understanding of fairness, did you experience fairness within the justice system in your case?

- a. yes b. no

49. Is there anything else you would like to say about the mediation session with your offender or how your case was handled?

Thank you very much for your willingness to participate in this program evaluation.

Post Mediation Offender Interview Schedule

Program Site: _____

Program Case Number: _____

Interview Date: _____

Interviewer: _____

Age of Offender: _____

Gender: _____

Race: _____

Offense: _____

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Post Mediation Offender Interview Schedule

First, I would like to ask you a couple of questions about your experience with the justice system in this case.

1. How satisfied were you with the way the justice system handled your case?
 - a. Very Satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very Dissatisfied

2. Do you believe you were adequately held accountable for the crime you committed?
 - a. yes
 - b. no

Now I would like to ask a few questions about the victim offender mediation program.

3. Do you feel that your being in the mediation program was your own choice?
 - a. yes
 - b. no
 - 3.A. If Yes: Why did you chose to participate in the victim offender mediation program?
 - a. to pay back the victim for their losses
 - b. to let the victim know why I did it
 - c. to offer an apology
 - d. to take direct responsibility for making things right
 - e. other _____

4. Do you feel the mediator prepared you sufficiently for the meeting with your offender?
 - a. yes
 - b. no
 - 4.A. What was the most helpful in this preparation for mediation? (select one)
 - a. being told what happens in mediation
 - b. having someone listen to my story about what happened
 - c. explaining what the possible benefits of mediation are
 - d. other _____

 - 4.B. What was the least helpful in this preparation for mediation? (select one)
 - a. not receiving enough information about mediation
 - b. feeling that you had no choice about participation in mediation
 - c. no one listened to your story about what happened or how you felt about it
 - d. you never understood why mediation could be of benefit to you
 - e. other _____

5. Who was present at the mediation session? (**interviewer note: roles, not names**)

- a. number of mediators _____
- b. number of victims _____
- c. number of people with victim _____
- d. number of offenders _____
- e. number of people with offender _____

6. How long did the mediation session last? _____

7. Would you say the tone of the meeting was generally:

- a. friendly
- b. hostile
- c. other _____

7.A. Could you tell me more about this?

8. Were you surprised by anything that occurred in the mediation session?

- a. yes
- b. no

8.A. If Yes: By what?

- a. it went better than you expected
- b. it was worse than you expected
- c. the victim seemed to care about me
- d. the victim was so angry
- e. other _____

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.

9. To be able to tell the victim what happened.

- a. Very Important
- b. Important
- c. Unimportant
- d. Very Unimportant

9.A. What are your thoughts about this?

-
-
10. To pay back the victim by paying them money or doing some work.
- a. Very Important
 - b. Important
 - c. Unimportant
 - d. Very Unimportant

10.A. Please tell me more about this?

11. To have the opportunity to work out a pay back agreement with the victim that was acceptable to both of you.
- a. Very Important
 - b. Important
 - c. Unimportant
 - d. Very Unimportant

11.A. What's your thinking behind this?

12. To be able to apologize to the victim for what you did.
- a. Very Important
 - b. Important
 - c. Unimportant
 - d. Very Unimportant

12.A. Did you apologize to your victim?

- a. yes
- b. no

12.B. Could you tell me more about this?

I would like to ask you some additional questions about the meeting with the victim and its outcome.

13. Was a pay back agreement negotiated during the mediation session with the victim?
a. yes b. no

13.A. If Yes: What was agreed upon?
a. amount of money _____
b. amount of work _____
c. other _____

14. Was the restitution agreement fair to you?
a. yes b. no

14.A. Could you tell me more about this?

15. Was the restitution agreement fair to the victim?
a. yes b. no

15.A. Why do you say that?

16. Was it helpful to meet the victim?
a. Not at all helpful
b. Somewhat helpful
c. Very Helpful

16.A. Why?

17. Do you feel better after having met with the victim?
a. yes b. no

17.A. What are your thoughts about this?

18. Which of the following choices best describes your attitude toward the **victim** at this point in time?
a. Very Positive
b. Positive
c. Mixed: Positive & Negative
d. Negative
d. Very Negative

19. Do you think the victim has a better opinion of you after you met with each other?
a. yes b. no

19.A. Why is that?

20. How likely do you think it is that you will complete the agreement to pay back the victim?
a. Very Likely
b. Likely
c. Unlikely
d. Very Unlikely

20.A. Why do you say that?

21. How likely do you think it is that you will commit another crime?
a. Very Likely
b. Likely
c. Unlikely
d. Very Unlikely

21.A. Why do you say that?

22. Which of these choices best describes your attitude about the **mediation session** with your victim?
a. Very Positive
b. Positive
c. Mixed: Positive & Negative
d. Negative
d. Very Negative

22.A. What are your thoughts about this?

23. Who did most of the talking during the mediation session? (roles, not names)
a. the mediator
b. yourself, as the victim
c. the offender

24. Of the following items, please rank the three most important tasks of the mediator, with #1 being the most important.

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

25. Do you believe the mediator was fair?

- a. yes
- b. no

25.A. If No: In what way was s/he unfair?

26. Which of these choices best describes your attitude about the **mediator** who worked with you and the victim:

- a. Very Satisfied
- b. Satisfied
- c. No attitude
- c. Dissatisfied
- d. Very Dissatisfied

26.A. Could you explain your answer?

27. If you had it to do over again, would you again choose to meet the victim with a mediator?

- a. yes
- b. no

27.A. What are your thoughts about this?

28. Would you recommend victim offender mediation to other friends that might get into trouble?

- a. yes
- b. no

28.A. Could you explain your answer?

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

- a. Very Satisfied
- b. Satisfied
- c. Dissatisfied
- d. Very Dissatisfied

30. What three things did you find the **most** satisfying about the victim offender mediation experience?

- 1. _____
- 2. _____
- 3. _____

31. What three things did you find **least** satisfying about the victim offender mediation experience?

- 1. _____
- 2. _____
- 3. _____

The following represent statements that are sometimes made by offenders who participate in victim offender mediation. Please indicate whether you strongly agree, agree, disagree, or strongly disagree with each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree
32. Too much pressure was put on me to do all the talking in the meeting.				
33. I felt I had no choice about participating in the mediation session with my victim.				
34. The victim was not sincere in his/her participation.				
35. I have a better understanding of how my behavior affected the victim.				
36. The victim participated only because s/he wanted the money back.				
37. Without the victim offender mediation program, I probably would have gone to jail.				

-
-
38. As a result of your participation in victim offender mediation, have any of your attitudes about crime or the juvenile justice system changed?
- a. yes
 - b. no

38.A. If Yes: What attitudes and why?

39. Of the following items, please rank the three most important concerns you have related to fairness in the justice system, with #1 being the most important.

- _____ a. punishment of the offender
- _____ b. paying back the victim
- _____ c. help for the offender
- _____ d. the offender personally making things right
- _____ e. the offender being able to apologize to the victim
- _____ f. other _____

40. Given your understanding of fairness, did you experience fairness within the justice system in your case?
- a. yes
 - b. no

41. Is there anything else you would like to say about the mediation session with your victim or how your case was handled?

Thank you very much for your willingness to participate in this program evaluation.

Referred But No Mediation Victim Interview Schedule

Program Site: _____

Program Case Number: _____

Interview Date: _____

Interviewer: _____

Age of Victim: _____

Gender: _____

Race: _____

Offense: _____

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For each of the following items, please tell me whether the item is very important, important, unimportant, or very unimportant.

	Very Important	Important	Unimportant	Very Unimportant
8. To receive answers to questions you would like to ask the offender.				
9. To tell the offender how the crime affected you.				
10. To get paid back for your losses by the offender.				
11. That the offender gets some counseling or other type of help.				
12. To have the offender committed to a correctional institution.				
13. To have the offender say s/he is sorry.				
14. To have the opportunity to work out a payback agreement with the offender that is acceptable to both of you.				

15. Do you think that a meeting with the offender might be helpful?

- a. Not at all helpful
- b. Somewhat helpful
- c. Very helpful

16. Which of the following choices best describes your attitude toward the offender at this point in time?

- a. Very Positive
- b. Positive
- c. Mixed: Positive & Negative
- d. Negative
- d. Very Negative

17. Which of the following choices best describes your attitude toward the idea of meeting your offender, even though you did not participate in the victim offender mediation program?

- a. Very Positive
- b. Positive
- c. Mixed: Positive & Negative
- d. Negative
- d. Very Negative

18. Are you afraid the offender will commit another crime against you?

- a. yes
- b. no

-
-
19. How do you now feel about the crime committed against you?
- a. Very Upset
 - b. Somewhat Upset
 - c. Not Upset

We are almost done, but before ending I would like to ask you a couple questions about fairness.

20. Of the following items, which is the most important to your thinking about fairness in the justice system?
- a. punishment of the offender
 - b. paying back the victim
 - c. help for the offender
 - d. active participation by the victim in the juvenile justice system
 - e. expression of apology by the offender

21. Given your understanding of fairness, did you experience fairness within the justice system in your case?
- a. yes
 - b. no

This completes our formal Interview.

22. Is there anything else you would like to say about how the justice system handled your case?

Thank you very much for participating in this program evaluation.

Referred But No Mediation Offender Interview Schedule

Program Site: _____

Program Case Number: _____

Interview Date: _____

Interviewer: _____

Age of Offender: _____

Gender: _____

Race: _____

Offense: _____

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Referred But No Mediation Offender Interview Schedule

First, I would like to ask you a couple of questions about your experience with the justice system in this case.

1. How satisfied were you with the way the justice system handled your case?
 - a. Very Satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very Dissatisfied

2. Do you believe you were adequately held accountable for the crime you committed?
 - a. yes
 - b. no

Now I would like to ask a few questions about the victim offender mediation program that you were referred to. Victim offender mediation is not something everyone wants to participate in.

3. Can you tell me why you did not participate in the victim offender mediation program?

4. Is there anything that might have made it easier or more tempting to participate in the victim offender mediation program?

For each of the following items, please tell me whether the item is very important, important, unimportant, or very unimportant.

	Very Important	Important	Unimportant	Very Unimportant
5. To be able to tell the victim what happened				
6. To pay back the victim by paying them money or doing some work.				
7. To have the opportunity to work out a pay back agreement with the victim that is acceptable to both of you.				
8. To be able to apologize to the victim for what you did.				

9. Do you think that a meeting with the victim might be helpful?
 - a. Not at all helpful
 - b. Somewhat helpful
 - c. Very helpful

10. Would you feel nervous about meeting with the victim?

- a. yes b. no

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

- a. Very Positive
b. Positive
c. Mixed: Positive & Negative
d. Negative
d. Very Negative

12. Which of the following choices best describes your attitude toward the idea of meeting your victim, even though you did not participate in the victim offender mediation program?

- a. Very Positive
b. Positive
c. Mixed: Positive & Negative
d. Negative
d. Very Negative

13. Do you care about what the victim thinks of you?

- a. yes b. no

We are almost done, but before ending I would like to ask you a couple of questions about fairness.

14. Of the following items, which is the most important to your thinking about fairness in the justice system?

- a. punishment of the offender
b. paying back the victim
c. help for the offender
d. the offender personally making things right
e. the offender being able to apologize to the victim

15. Given your understanding of fairness, did you experience fairness within the justice system in your case?

- a. yes b. no

This completes our formal Interview.

22. Is there anything else you would like to say about how the justice system handled your case?

Thank you very much for participating in this program evaluation.