Question 1

COURSE	What was your impression of the course overall? Please be specific
MED CAL APR 2016	I found the course to be a good, practical session on values-based mediation.
MED CAL APR 2016	Very good - there was a good balance between theory and practice. I was fascinated with the neuro-psychological theory in understanding what happens during conflict and how it develops. The role-plays and the coaching in the process were extremely valuable.
MED CAL AUG 2016	The course was very comprehensive and provided a terrific level of detail in how to properly conduct a mediation.
MED CAL AUG 2016	I thought the course was presented in a way that fully prepared us to be present in the mediation. There was a good explanation of the process and language but the key part for me was definitely in the role play. We were pushed outside our comfort zones with plenty of information and support to realize the benefits.
MED EDM JUL 2016	Very Satisfying!
MED EDM JUL 2016	It was definitely a more difficult skill set to get used to than the communications course. It was valuable and I have been able to share my learnings with my work collegues as it the skills fit really well with my role.
MED EDM JUL 2016	The course was very good. Excellent content, lots to learn. Absolutely beneficial and useful.
MED EDM JUL 2016	Excellent. I appreciated the supportive, safe learning environment and experiential approach.
MED EDM JUL 2016	Very good. Good practical experience regarding use of the Interest Based Model.
MED EDM JUL 2016	I thought the course was excellent. It was intense but I learned so much. I used to think I hated role-plays, but gained so much from the practice. I also liked the small class size.
MED EDM JUL 2016	Overall I found the course very well laid out and enjoyable. It did however feel rushed to me. I felt that there was not enough time to ask questions and have discussions due to the enormous amount of material to be covered in such a short time.
MED EDM JUL 2016	The course was quite heavy and fast paced. The curriculum is excellent. Having the option to obtain the books earlier if desired would be nice
MED EDM JUL 2016	I thoroughly enjoy learning these skills. I appreciate the "family" sense that it feels like amongst all the coaches who seem to really want to see all of their students succeed. I always like more role play opportunities to prepare better.
MED EDM MAR 2016	It was fine. I found the material to be repetitive from the communications class, and we did not have enough time for practicing actual mediations from start to finish.
MED EDM MAR 2016	I was satisfied with the course.
MED EDM MAR 2016	Good. More difficult than the previous communications class.
MED EDM MAR 2016	It was a tough course. There was a lot of information to learn, but it all came together in the end.
MED EDM MAR 2016	I think the coaches made the course successful. Other than that, I was very disappointed in the material and the facilitator, given the cost of the course. I don't expect to pay in excess of $3,000 to have someone read the slide deck and the handouts.

Question 1

COURSE	What was your impression of the course overall? Please be specific
MED EDM MAR 2016	much more difficult that the communication course. The materials seemed disjointed and it was difficult to see the logical links between sections. I found some of the materials to be unnecessarily dense without actually having depth. the
MED EDM MAR 2016	The course felt like a minor extension of the communications course. We didn't really learn much new material--we were mainly working the six-phase model, and while I do appreciate the practice, I wonder why we didn't just add more role play days to the existing communication course (just like adding a lab component to a language course) rather than pay to sign up for entirely separate mediation course. I do feel like the knowledge and skills I gained were valuable, in the end--I'm just not sure the course itself was designed very well given the training we already had.
MED EDM MAR 2016	Overall very good course. Enjoyed the role plays. Fantastic coaches.
MED EDM MAR 2016	I found the course notes to be very dis-jointed. It would benefit greatly to reorganization or restructure the notes such that there is more of a natural flow to the content. It would also be helpful to describe the relevance of each section to the overall mediation process.

Question 2

COURSE	Please comment on your instructor. Please be specific
MED CAL APR 2016	I found XXX to be extremely knowledgeable and approachable, however I felt at times s/he let the class wander into areas (i.e. psychology) for too great a time.
MED CAL APR 2016	XXX is an excellent instructor and his/her passion for both teaching and the mediation process is evident.
MED CAL AUG 2016	XXX was very passionate and knowledgeable about the subject. S/he was excellent at providing feedback specific to each student.
MED CAL AUG 2016	XXX's energy and enthusiasm were contagious from the moment we stepped into the classroom. S/he did a great job of forecasting expectations and presented the process information clearly and moved us into the role playing quickly. On the final day I felt fully prepared and was able to stay present in the process. Great instructor!
MED EDM JUL 2016	Very educational and felt s/he went through every item in detail and was overall and great instructor! (XXX)
MED EDM JUL 2016	XXX has a lot of experience in this field and you can certainly see that in his/her teaching. I think s/he often glazed over some of the questions from course participants and has a very particular way in which she expects to demonstrate our skills, which often felt unnatural to myself. I think the opportunity to make the skills our own would be valuable while still keeping up with the framework.
MED EDM JUL 2016	XXX was helpful, knowledgeable, and provided a positive learning environment.
MED EDM JUL 2016	XXX is a great instructor and really "walks the talk". A great balance of warmth and professionalism.
MED EDM JUL 2016	Excellent. Passionate about mediation and sharing her/his experience and wisdom with novices and students (XXX)
MED EDM JUL 2016	XXX was also excellent. S/he has a very good teaching style, and was really able to keep me engaged.
MED EDM JUL 2016	XXX was a great instructor. S/he was clear and kept things on track. Her/his passion for mediation really comes through in his/her teaching!
MED EDM JUL 2016	XXX was excellent, not only did s/he cover the curriculum well but provided a lot of practical advice.
MED EDM JUL 2016	XXX's heart is in this, you can tell. S/he definitely has a love for this career, and that is evident. I found him/her hard to follow at times and some pieces were unclear. If questioned to obtain clarity, s/he was able to answer/clarify.
MED EDM MAR 2016	S/he was very open to comments, ideas, and suggestions. S/he seemed to agree that the material was weak and difficult to follow. (XXX)
MED EDM MAR 2016	XXX was pleasant and a knowledgeable instructor. I appreciated the real life examples as it helped my learning of mediation and the process.
MED EDM MAR 2016	I liked him/her and enjoyed her down to earth demeanor. (XXX)
MED EDM MAR 2016	I enjoyed XXX's instruction and personality. What I would prefer though specifically for the course, was a more relevant and concrete breakdown of mediation - what does it look like overall early in. I didn't realize until the last day of the course that mediation isn't about someone directing it but allowing the parties to converse more back and forth. Maybe a scenario early on would have been helpful.
MED EDM MAR 2016	As this is my only experience with XXX, I have nothing else to go by. A good facilitator doesn't just read slides and read from handouts. S/he seemed, at times, to have little knowledge of the material. S/he seemed, most of the time, to demonstrate a significant lack of enthusiasm for the course and the participants.

Question 2

COURSE	Please comment on your instructor. Please be specific
MED EDM MAR 2016	Seemed a little unprepared and dry at first. Really seemed to come into him/herself and his/her teaching style in later days of the course. S/he has so much experience, it was interesting to hear about her/his perspectives, style, and wisdom. (XXX)
MED EDM MAR 2016	I found XXX's expertise in class and coaching in role plays to be extremely helpful. I really appreciate her/his sense of humour and teaching persona. I didn't get the sense that s/he was into the course material--some of it s/he just read out loud and didn't really explain--but when s/he got "off book" I found him/her to be a very effective instructor.
MED EDM MAR 2016	XXX is very knowledgeable. However, more engagement during the course would be nice.
MED EDM MAR 2016	XXX is very knowledgeable in the course content. S/he is able to draw upon many real life mediation examples to complement the course material.

Question 3

COURSE	Please comment on your coaches. Please mention specific coaches with whom you worked.
MED CAL APR 2016	I worked with both coaches that were engaged to work with us, and I found them both to be pleasant, approachable, and knowledgable.
MED CAL APR 2016	I worked with XXX and XXX and they were both very helpful. It was interesting to get feedback from different perspectives and also to recognize their commitment to adherence to the process.
MED CAL AUG 2016	S/he was very helpful and supportive. Like XXX, his/her feedback was excellent.
MED CAL AUG 2016	XXX was excellent. As frustrating as it was s/he pushed enough to make sure we got through to the real issues. S/he was brilliant with feedback and I'm extremely grateful s/he was there. I feel we were in great hands with her/him and XXX.
MED EDM JUL 2016	I do not recall anymore, sorry.
MED EDM JUL 2016	I absolutely loved the coaches. I worked with XXX and really enjoyed her coaching style, she was patient and understanding. I also worked with XXX who I wished we had a chance to do more practice with.
MED EDM JUL 2016	Coaching was helpful and informative. I worked with XXX, XXX, XXX, Joanne, and XXX. It is valuable to see and hear from different styles.
MED EDM JUL 2016	I found the coaches to be supportive while challenging me to improve. I worked with XXX and XXX, and I can't remember the name of my other coach. One thing that I found difficult was that I received contradictory feedback/advice from different coaches, XXX and the people who evaluated my role play. I understand that everyone has their own style and approach; however, I felt that I was applying the advice I'd received from XXX and the coaches when I did my final role play (i.e. don't be afraid of asking difficult/challenging questions and diving right in to the "ugly" stuff), only to receive both verbal and written feedback that I was being too confrontational/positional. (Yes, I know it's all in the nuances and I'll figure out the balance eventually, but it impacted my mark on the final evaluation.) It's valuable to learn from a variety of instructors and coaches and see their own unique approaches, but it was confusing for me as a student and beginner to be given such widely divergent and contradictory feedback. Could the instructors and coaches be more mindful of this?
MED EDM JUL 2016	Coaches were all great. Some have different styles and that can be a slight confusion when you get feedback from one coach one day and another the next day. But their hints and suggestions were always appreciated
MED EDM JUL 2016	I worked with XXX (round table skills practice re active listening - this was a great exercise!), XXX (role play day 2 I think - very constructive feedback in the moment), XXX (again, very constructive feedback and tips). Others as well. For the most part all the coaches were consistent with their instruction but I also appreciated the small individual quirks which are to be expected.
MED EDM JUL 2016	I was pleased to work with XXX, XXX and XXX. All shared their experience freely. I appreciated their encouragement and insights.
MED EDM JUL 2016	The coaches were encouraging and relational when sharing feedback. Appreciated XXX sharing information about how to move forward in developing a practice and all the helpful bits and pieces from the other coaches
MED EDM JUL 2016	I worked with XXX and XXX in their coach role (not role player roles). They were fantastic. I grasped all the advice they had to give - easy to follow, and made sense to me. They explain well and have a very knowledgeable perspective in this area.

Question 3

COURSE	Please comment on your coaches. Please mention specific coaches with whom you worked.
MED EDM MAR 2016	I don't recall at this point.
MED EDM MAR 2016	The coaches that I worked with were awesome.
MED EDM MAR 2016	XXX is absolutely wonderful.
MED EDM MAR 2016	Coaches were great as expected!
MED EDM MAR 2016	I worked with XXX & XXX, and, as always, they were amazing.
MED EDM MAR 2016	so very good, so very valuable. XXX is so democratic and thoughtful, had a lot of great advice and insights. S/he really gives her all and you can tell that s/he wants the best experience for the students. XXX was very [emphasis] patient and has a great sense of humour to help the students get comfortable with role-playing and putting themselves out there, XXX is very knowledgeable, had good and useful specific advice, I really found it useful, I appreciate his/her direct approach, i know where I stood in my training without feeling bad about myself.
MED EDM MAR 2016	I don't have any specific comments about individual coaches. I really appreciated the breadth of experience they represented, and I am grateful to have been able to benefit from their range of perspectives and styles. Some of my classmates mentioned wanting to see a little more consistency in the feedback they were getting from coaches, but I liked the variety. I think that we might benefit from individual coaches just being a little more upfront about the range of acceptable choices a mediator might make in any given situation--the difficulty lies not in the differences among the coaches, but in the (likely unintentional) impression created by individual coaches that their way is the "right" way.
MED EDM MAR 2016	I worked with XXX, XXX and XXX. All fabulous. Great to see different styles.
MED EDM MAR 2016	I had XXX, XXX and XXX as my coaches. They all have a unique style and it was interesting to work with each of them.

Question 4

COURSE	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
MED CAL APR 2016	I found the role-plays to be absolutely vital. Some of the videos were helpful... however the presentation and the manuals did not seem to be used as much as they were probably intended.
MED CAL APR 2016	They were all good. I liked the video that was shown - it really made it clear how probing for interests changes the course of a discussion. The role-plays are extremely important to practise the process and develop the skills required.
MED CAL AUG 2016	It was very helpful.
MED CAL AUG 2016	They served the purpose. I thought the manual was much better (clearer language) than the conflict resolution manual.
MED EDM JUL 2016	Manuals and role plays I found very useful, I continue to go through material before going into a difficult conversation.
MED EDM JUL 2016	The role plays were the most helpful in practicing the skills.
MED EDM JUL 2016	Materials were good; there was a significant amount of reading and optional additional references.
MED EDM JUL 2016	The role plays and hands-on exercises were a valuable way to learn, and one of the things I love about ADRIA courses. I like the separate course manual and activities manual.
MED EDM JUL 2016	Course Manuals were good; Didn't see a lot of videos---videos of actual mediations might be instructive. I know they exist but I suppose watching entire mediations could be time consuming.
MED EDM JUL 2016	The manual was okay - I actually didn't refer to it often as the class covered the essentials. I really liked the information in block 5 that wasn't covered in class though - ie "questions that work".
MED EDM JUL 2016	I found the course materials very helpful. I did notice that the power point was not used consistently but did not take away from anything. I enjoyed the role-plays but they do require a lot of emotional energy and I felt pretty drained by the end of the role-play days. I would find it helpful if on the evaluation day that others were brought in to be the role-players so we could conserve our energy for our evaluations.
MED EDM JUL 2016	Very good. The manuals are well developed and I appreciate the evidence/research based approach. Role plays are essential to success. I was in a group of four week one, which was a learning disadvantage to those of us who did not get to complete as many role plays.
MED EDM JUL 2016	Would like more videos of real examples of mediation. Manuals were good, role-plays were great especially when we saw what the role plays would look like with the skilled coaches performing them.
MED EDM MAR 2016	I was disappointed with the course material. It did not really assist with learning how to deal with more than just basic mediation practice. It was also repetitive from the communications course.
MED EDM MAR 2016	I felt that some of the course material had some content that was not overly useful. The role-plays where good examples.
MED EDM MAR 2016	Didn't use the text much. Role plays were good.
MED EDM MAR 2016	The text book was a little overloaded, wordy and I found difficult to follow

Question 4

COURSE	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
MED EDM MAR 2016	The role-plays that focus on the workplace were unrealistic, and somewhat erroneous. The manual and slide deck contained the appropriate material - they just needed an enthusiastic facilitator to make it come alive. Unfortunately, that didn't happen.
MED EDM MAR 2016	the manuals are a bit disjointed, a lot of neuroscience that seems more advanced the the course. I felt like: "woah woah woah, I am just learning to walk and you want me to do ballet?!" Glasl's levels of escalation seemed poorly explains, the socio-grams, geno-grams might be something for more advanced students. I thought the hypothesis section was overly complicated and at the same time under explained.
MED EDM MAR 2016	The course materials were disappointing. The course manual feels like it was written by committee, with no instructional design put into it. The table of contents is useless because it doesn't list the contents, only questions that may or may not be covered in a particular chapter. The table of contents is also useless because it doesn't include page numbers. The division of blocks/chapters is illogical and feels arbitrary. The content in any given section does not seem to build on content in previous sections. I didn't think the communications course manual was perfect, but it looks great compared to this one. The role plays were fine, and I liked how many there were to choose from--my only comment on those is that it would be nice if they relied a little less on stereotypes--role players may very well choose to play a role according to stereotypes, but there's no need to reinforce gender, race, and class stereotypes right in the design of the scenarios.
MED EDM MAR 2016	Role plays were excellent. Manual seemed disjointed.
MED EDM MAR 2016	The manual needs further review and reorganization. It is very confusing and hard to understand the relevance of certain sections.

Question 5

COURSE	What motivated you to take this course?Please be specific
MED CAL APR 2016	I want to become a recognized and skilled mediation - this course is necessary in order for me to achieve my goals.
MED CAL APR 2016	I know how detrimental unaddressed conflict can be to morale and productivity in the workplace and wanted to be more effective to mediate disputes.
MED CAL AUG 2016	I wish to achieve my Q. Med designation an work as a mediator.
MED CAL AUG 2016	To become a mediator when i retire from the industry im in at present.
MED EDM JUL 2016	Wanting to improve my communication skills in a professional setting.
MED EDM JUL 2016	I am really interested in conflict mediation and want to be a trained mediator.
MED EDM JUL 2016	I found a job description that required specific training in alternative dispute resolution, which I was not previously aware of, and it prompted a search for what types of training was available and through whom. Adria seemed to have one of the higher standards of education.
MED EDM JUL 2016	Personal and professional development - to develop skills that I can use in my own life as well as to support career change. I am interested in obtaining my designation as a mediator.
MED EDM JUL 2016	I want to add Mediation to my professional practice and the skills learned as part of my toolbox
MED EDM JUL 2016	I am changing careers and want to develop a mediation practice. I used to be lawyer and an insurance adjuster, and I searched deep to realize that the aspect of those jobs that I loved the most was participating in negotiations, mediations and JDR's (judicial mediations).
MED EDM JUL 2016	To work towards my Q Med designation.
MED EDM JUL 2016	I would like to develop a practice in mediation. ADR is an effective process that offers an alternative to legal processes, is respectful and relational. Creating ones own solutions is empowering
MED EDM JUL 2016	I am interested in the emotional intelligence side of dealing with conflict. I want to help others and myself deal with matters in a skilled way to improve my perception of conflict. I deal with a lot of anxiety which makes conflict something that I do not like, and I want to change that whether it's to allow myself to handle situations better or others.
MED EDM MAR 2016	I want to become a qualified mediator.
MED EDM MAR 2016	I would like to become a mediator.
MED EDM MAR 2016	To become a QMed
MED EDM MAR 2016	The potential of running mediations through work
MED EDM MAR 2016	To meet the requirements to mediate in Alberta.
MED EDM MAR 2016	I think mediation skills will be excellent additions to my career goals and fits nicely within my philosophy of empowerment.

Question 5

COURSE	What motivated you to take this course?Please be specific
MED EDM MAR 2016	A portion of my job requires me to do mediation. I wanted to get training that could both make me a better mediator and lead to a designation, in order to improve my employment prospects in the future.
MED EDM MAR 2016	I am making a career change to become a mediator.
MED EDM MAR 2016	I am interested in learning more about conflict resolution skills for use in my personal and work environment. Also, I am interested to pursue Q.Med. certification.

Question 6

COURSE	How did hear about this course? Please be specific
MED CAL APR 2016	Through the ADRIA web site.
MED CAL APR 2016	I've taken the Conflict Resolution and Negotiation courses in the past and wanted to complete the Mediation Certificate as well.
MED CAL AUG 2016	The ADRIA website.
MED CAL AUG 2016	My sister, XXX took it last year and thought i would be good at it.
MED EDM JUL 2016	Researched it myself, website.
MED EDM JUL 2016	Through government of alberta collegues.
MED EDM JUL 2016	Online, google, found the website.
MED EDM JUL 2016	From ADRIA when completing the Communications course.
MED EDM JUL 2016	Professional referral and then I researched it online
MED EDM JUL 2016	Internet. I researched mediation training, found ADRIA and determined what courses to take to get the Q Med designation.
MED EDM JUL 2016	I originally found ADRIA by googling how to become a mediator in Alberta.
MED EDM JUL 2016	researching course offerings related to communications and mediation.
MED EDM JUL 2016	XXX - she's an instructor at the U of A where I, too, work. She also was teaching a Conflict Resolution course in high conflict separation/divorce situations at the courts- I took this course which led me into discussions about this program.
MED EDM MAR 2016	Adria website.
MED EDM MAR 2016	Through my employer.
MED EDM MAR 2016	ADRIA website
MED EDM MAR 2016	Online, looking it up
MED EDM MAR 2016	Completion of this course is required to mediate in Alberta - a simple search brought up ADRIA
MED EDM MAR 2016	at work, coworkers
MED EDM MAR 2016	Googled "mediation in Alberta." I found this organization online and read up on course offerings.
MED EDM MAR 2016	Through Adria website.
MED EDM MAR 2016	I learned of it through the ADRIA website.

Question 7

COURSE	What were your goals in taking this course? Please be specific
MED CAL APR 2016	To gain a fundamental understanding of values-based mediation, and to feel comfortable in taking on a supportive volunteer role with the Community Mediation Society of Calgary.
MED CAL APR 2016	I am an HR professional and I wanted to improve my skills and expand my knowledge so that I can be more effective in dealing with conflict situations in the workplace.
MED CAL AUG 2016	To gain skills that will allow me to work as a mediator.
MED CAL AUG 2016	To pass the course and move on to become a chartered mediator.
MED EDM JUL 2016	Improve the way I communicate with others
MED EDM JUL 2016	Increase the tools and and facilitation skills to manage multi party conflict.
MED EDM JUL 2016	My goal was to take the two foundation courses (comm and med) and then the remaining 100+ hours over the next year. The majority of courses offered were appealing and held interest or value for me.
MED EDM JUL 2016	To enhance my communication and self-awareness skills. To learn basic mediation techniques that I can further develop with practice and education.
MED EDM JUL 2016	In learning adr skills and how and when to use them. To get credit hours towards a Mediation Certification
MED EDM JUL 2016	See above - career change. I have been in likely 75-100 mediations, but only as a party, not as a mediator, so I wanted to learn the skills to be an effective mediator, and not just "wing it" based on what I thought was needed.
MED EDM JUL 2016	To gain more knowledge and expertise in the mediation field.
MED EDM JUL 2016	Working toward a mediation practice. Personal growth.
MED EDM JUL 2016	- learn new skills - see how I felt about the course and decide whether or not I want to pursue further education in this area - have a new focus, stimulate my brain!
MED EDM MAR 2016	To learn how to mediate. Also, to learn how to deal with difficult circumstances and behaviours.
MED EDM MAR 2016	To learn how to successfully mediate.
MED EDM MAR 2016	Improve active listening and communication skills.
MED EDM MAR 2016	Obtaining my QMed
MED EDM MAR 2016	Simply to meet the requirements to mediate.
MED EDM MAR 2016	I will use mediation skills in the future, but at this point in my life I think the real project is to continue integrating the communications in adr course skills as much as possible in my daily life. If I can master those I am not intimidated by mediation so much... until then I will be uncertain of my future in mediation
MED EDM MAR 2016	Get skills to do mediation. Work towards a designation.
MED EDM MAR 2016	Pass so I could take additional courses and then work in my skills.

Question 7

COURSE	What were your goals in taking this course? Please be specific
MED EDM MAR 2016	I would like to develop mediation skills such that I can effectively apply it in work and home environment.

Question 8

COURSE	Were these goals met? Please specify how your goals were or were not met
MED CAL APR 2016	My goals were met by a combination of receiving knowledge, in-class discussions, and role-playing.
MED CAL APR 2016	Yes, I further honed my skills and feel more confident and capable in my ability to facilitate conflict resolution.
MED CAL AUG 2016	Yes. The course was very hands-on and specific.
MED CAL AUG 2016	I will know when i get my marks back.
MED EDM JUL 2016	Yes!!!
MED EDM JUL 2016	Yes - I got some valuable skills, tools and frameworks to prepare for a conversation.
MED EDM JUL 2016	I did take the two foundational courses. The first one I did very well in and the second one I did well, except in the demonstration part. I have to redo my demonstration. I am uncertain whether or not I will take additional courses or pursue membership or designation.
MED EDM JUL 2016	Yes.
MED EDM JUL 2016	Yes
MED EDM JUL 2016	Definitely. The PIECES model provides such good guidance and structure.
MED EDM JUL 2016	Yes, I feel I have more understanding and confidence moving forward.
MED EDM JUL 2016	Yes
MED EDM JUL 2016	They were met. I was completely engaged and I took everything in. It's a learning-by- doing style which keeps me completely engaged and stimulated. I learn by observing. I was fascinated with the learning to the point that I had troubles sleeping I was so energized.
MED EDM MAR 2016	I learned the mediation process, but do not feel we spent enough time learning how to deal with difficult circumstances.
MED EDM MAR 2016	Yes, I feel that I have a good base knowledge of the mediation process and how to mediate.
MED EDM MAR 2016	Yes, but I need more practice.
MED EDM MAR 2016	Yes, I am on my way having passed the course and am on the road of practicing for the mock mediations.
MED EDM MAR 2016	Given that I was successful in passing the course, my goals were met.
MED EDM MAR 2016	It's a process
MED EDM MAR 2016	Yes.
MED EDM MAR 2016	I am not sure if I passed but my goals were met. I think it gave me a good introduction to mediation.
MED EDM MAR 2016	I still need more practice in applying the mediation skills. However, the self awareness gained through this course and the previous communication course has been very helpful.

Question 9

COURSE	Please comment on the facilities.If the facilities were not to your satisfaction, how can we improve for future courses?
MED CAL APR 2016	The facilities were adequate - good size of a classroom, free parking, and either on-site kitchenette, or nearby restaurants for lunch time.
MED CAL APR 2016	The facilities were satisfactory. I think that I would have preferred a more office type or educational setting.
MED CAL AUG 2016	They were difficult to get to and traffic in that part of the city was awful.
MED CAL AUG 2016	They were fine.
MED EDM JUL 2016	Facilities worked great, free parking would be nice.
MED EDM JUL 2016	The room temperature needs to be managed better.
MED EDM JUL 2016	The facilities were great.
MED EDM JUL 2016	Facilities and location are good overall, though it would be nice if the chairs were more comfortable!
MED EDM JUL 2016	Concordia University provides excellent facilities. Given how pricey the courses are, perhaps the Institute could cover parking fees.
MED EDM JUL 2016	The facilities were ok, although there obviously was not enough available space for all the break out groups. Some had to work in the lunchroom on occasion. One of my groups had to do a role play on the second floor in the chairs near the south window and it was unbearably hot.
MED EDM JUL 2016	The facilities were fine for me.
MED EDM JUL 2016	Very cold rooms but was better after the first day. Easy access to parking. Appreciated being able to use the lunch room
MED EDM JUL 2016	Facilities were fine - there were children's programs running in the same centre so sometimes the loud voices and the children running in the hallways were distracting - especially when role plays were in session. A strange mix to have children programs and adult learning courses happening in the same facility.
MED EDM MAR 2016	They were fine!
MED EDM MAR 2016	The facilities were adequate.
MED EDM MAR 2016	The classroom is better with the lights turned off in the afternoon, on days there is enough natural light. I would get headaches by the afternoon which were greatly relieved when the lights were turned off. Bathrooms and parking were great.
MED EDM MAR 2016	Facilities were good.
MED EDM MAR 2016	The facilities were fine.
MED EDM MAR 2016	except for when we had to go upstairs because of the bells it was fine, the downstairs toilets seem rundown
MED EDM MAR 2016	The facilities were fine except for the rooms we used for role plays. One session we had to move because of the noise from the weight room, another session we were crammed into the ADRIA office, and another session we were disrupted by the badminton tournament. The classroom is fine, but these other spaces were not conducive to learning.
MED EDM MAR 2016	The room was very cold. Other than that the facility was fine.
MED EDM MAR 2016	Overall, the facility meets our needs.

Question 10-11

COURSE	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?	I agree to my comments being used in promotional materials:
MED CAL APR 2016	I would say that overall my impressions of ADRIA are positive. There could be some improvement in the coordination and instruction of the courses, but there can always be improvement in those areas. This course met my expectations in almost every way.	No
MED CAL APR 2016	I think that ADRIA did well in all aspects.	Yes
MED CAL AUG 2016	It's an excellent organization. My only suggested area of improvement is as follows - I wish there was more involvement with ADRIA in getting students from the point where courses are completed to the point where designation is achieved. It feels a bit like we are left in the proverbial wilderness to navigate this career.	Yes
MED CAL AUG 2016	It all went very well. Thank you.	No
MED EDM JUL 2016	Overall nothing to improve on, went really well!	Yes
MED EDM JUL 2016	Very professional and super helpful in providing information. A more diverse course selection would be useful,	No
MED EDM JUL 2016	Adria as an organization seems to be a growing and evolving entity and there seems to be a spirit of collaboration and a sense of community. The registration was easy (online), the course was well put together. Registration should probably be capped at nine people as it was difficult to provide the same time and learning opportunities for everyone in groups of four.	No
MED EDM JUL 2016	Registration and payment were easy through ADRIA's website.	No
MED EDM JUL 2016	In the spring I had a difficult time getting my phone call returned when I was looking for general information on were to start on the path to becoming a mediator.	No
MED EDM JUL 2016	Very well organized, with effective communication via email for registration, etc. The website is easy to navigate and understand.	No
MED EDM JUL 2016	I feel ADRIA is very professional. Any interactions have been efficient and pleasant. It would of been helpful to me in the beginning, when investigating the field, to have had information about starting a mediation practice up front. i.e. can you make a full time income from it? How much to charge?	Yes
MED EDM JUL 2016	Very helpful. Professional	Yes
MED EDM JUL 2016	- organized, easy to follow, good support system. - would like more materials handed out in the course for ways we could get our hands on	

Question 10-11

COURSE	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?	I agree to my comments being used in promotional materials:
	more role plays, what options exist/course recommendations, where we go from here, etc. I recognize there are many avenues a person can take, but to know what is out there for options would be helpful for future planning towards a potential career.	
MED EDM MAR 2016	I would like to see ADRIA come up with its own course material (or at least supplemental material) to teach more about dealing with difficult issues and behaviours as they arise in mediations.	No
MED EDM MAR 2016	ADRIA as an organization were good to deal with and answered any questions that I had promptly and in a professional manner.	No
MED EDM MAR 2016	Very organized and professional - seamless.	No
MED EDM MAR 2016	The staff are very supportive and welcoming which was so helpful.	No
MED EDM MAR 2016	I think the organization, as a whole, strives to be professional. However, there appears to be a lack of transparency regarding the courses I participated in. Given that a significant part of the passing grade is related to the role-play, there should be a better understanding of expectations and how the role-play is graded. In addition, I received a 7.5/10 for participation/attitude. At no time did the facilitator or the coaches bring any concerns to my attention - had there been a concern, I should have been made aware of it. It's more than a little disingenuous to see that feedback as part of a final grade. It brings the whole process into question.	No
MED EDM MAR 2016	Very good.	No
MED EDM MAR 2016	I think the people are great. I think the organization charges a bit too much for what we are getting. I think being exposed to a network of practicing mediators is fantastic.	No
MED EDM MAR 2016	I get the idea that Adria is evolving. I would like to see the courses offered more frequently. Waiting for someone to express interest doesn't make sense to me. Have a wish list for all specialty courses and you might find there is interest.	No
MED EDM MAR 2016	I find ADRIA friendly to deal with.	No