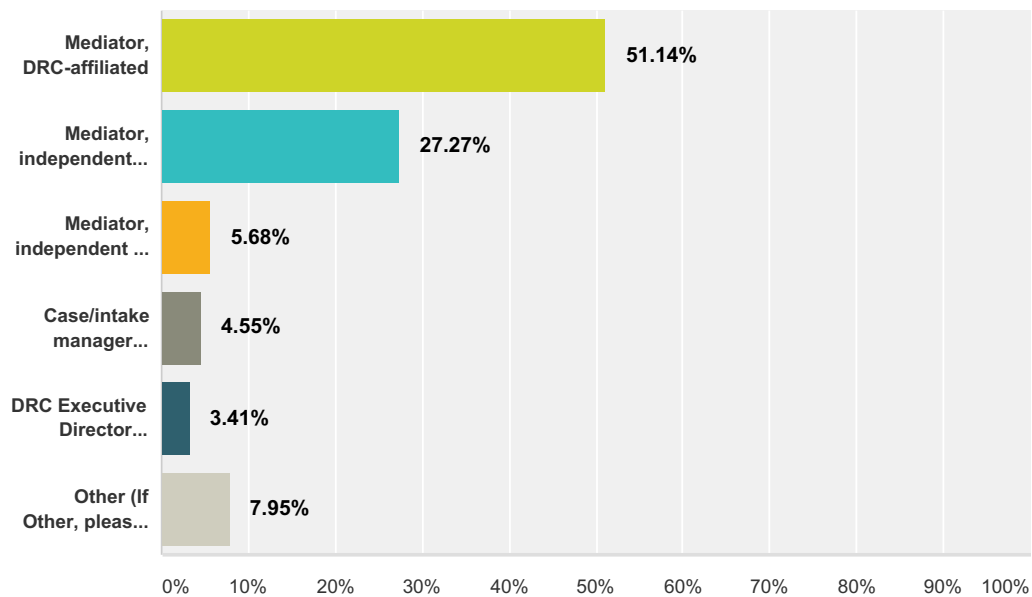


Q1 What is your role in the FFA mediation process?

Answered: 88 Skipped: 0



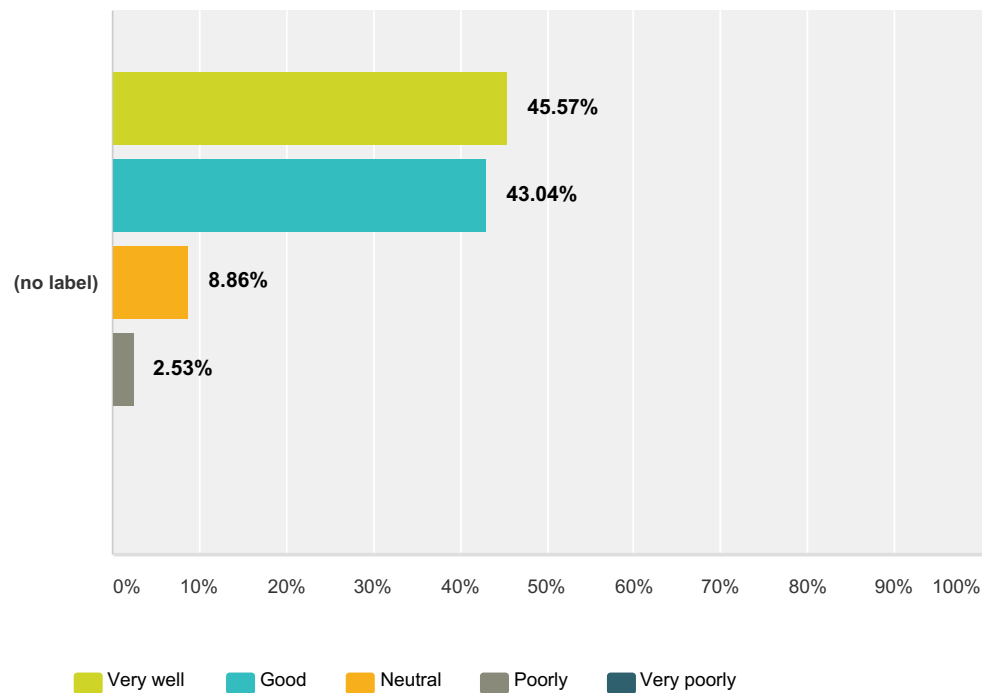
Answer Choices	Responses
Mediator, DRC-affiliated (1)	51.14% 45
Mediator, independent (non-DRC) (2)	27.27% 24
Mediator, independent and DRC-affiliated (3)	5.68% 5
Case/intake manager (non-foreclosure mediator) (4)	4.55% 4
DRC Executive Director (non-foreclosure mediator) (5)	3.41% 3
Other (If Other, please specify) (6)	7.95% 7
Total	88

Basic Statistics				
Minimum 1.00	Maximum 6.00	Median 1.00	Mean 2.06	Standard Deviation 1.53

#	Other (If Other, please specify)	Date
1	DRC Director, Mediator, DRC Affiliated	11/13/2015 11:56 AM
2	Pending certified Mediator, formerly Case Manager	11/12/2015 4:06 PM
3	non-FMP	11/12/2015 3:27 PM
4	Associate director	11/12/2015 1:20 PM
5	DRC Associate Director/Mediator	11/9/2015 1:26 PM
6	Facilitator	11/9/2015 1:16 PM
7	STAFF	11/9/2015 12:30 PM

Q2 The following were the Event Goals:
a. Mediators deepen their understanding of the FFA statute, federal guidelines, and Commerce's expectations.
b. Mediators expand their skills through sharing best/effective practices.
c. Commerce better understands the expectations of its mediators and how to assist them.
How well did we meet these Goals? Keep in mind Commerce considers "mediators" to not only include approved foreclosure mediators, but also case/intake managers, legal staff, Executive Directors, and anyone who provides foreclosure mediation services.

Answered: 79 Skipped: 9



	Very well (1)	Good (2)	Neutral (3)	Poorly (4)	Very poorly (5)	Total	Weighted Average
(no label)	45.57% 36	43.04% 34	8.86% 7	2.53% 2	0.00% 0	79	1.68

Basic Statistics				
Minimum 1.00	Maximum 4.00	Median 2.00	Mean 1.68	Standard Deviation 0.74

November 2015 All-Foreclosure Mediator Event Evaluation

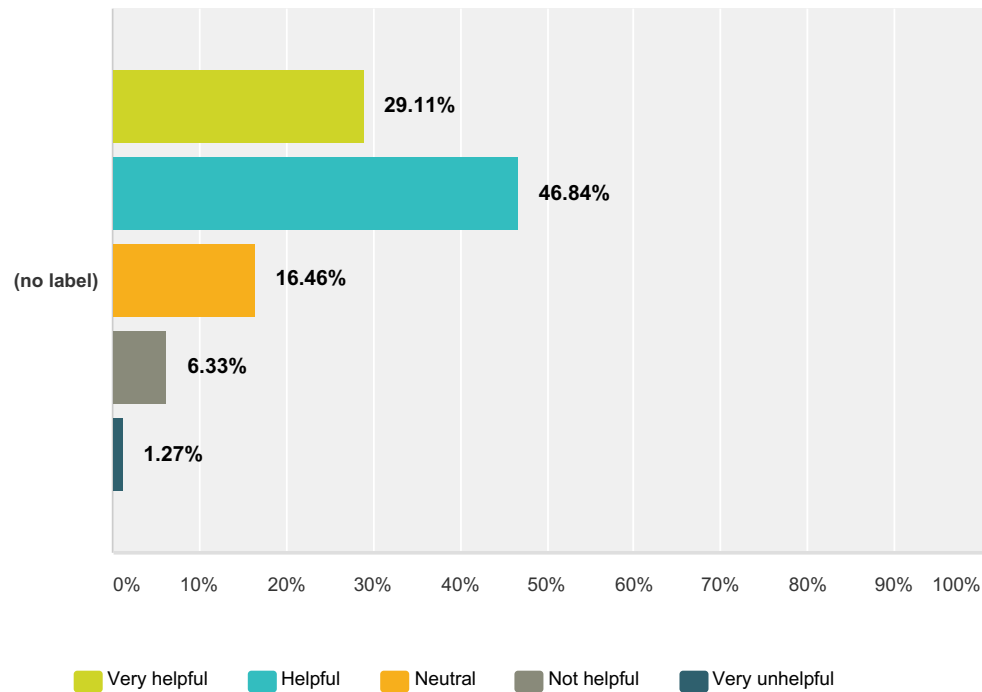
#	Comments	Date
1	High goals -- with the relative lack of time, I think your activities did as well as any could have.	11/15/2015 2:44 PM
2	Liked the small group format and using the documents to inform the discussion. Great to see people who are doing this work be so engaged and committed to serving homeowners and beneficiaries.	11/13/2015 5:13 PM
3	I was concerned to see how "unmoored" the small-group discussions were from any grounding in the FFA, federal guidelines or Commerce guidelines. Many seemed to ignore the questions and rarely referred to them or seemed interested in what they might say in any of the situations being discussed. The small-group discussions were a great start to mediators talking together about effective practices. I hope Commerce heard from many people, and saw in the small-group write-ups, all of the varying, real-world situations mediators have to deal with that are so far beyond the small number of complaints they hear about.	11/13/2015 10:01 AM
4	I do not believe that I left with an increased understanding of federal guidelines and how they work in conjunction with the FFA, nor did I see an increased level of understanding from Commerce, but I suppose that Commerce can be a better judge of that than I am.	11/12/2015 6:37 PM
5	The 10 person table discussions allowed for a sharing of ideas/strategies for dealing with issues such as how to warn participants in advance of possible consequences of not providing required information.	11/12/2015 4:42 PM
6	Much better understanding & excellent sharing best/effective practices	11/12/2015 3:57 PM
7	This was the best training so far as it provided opportunity to deal with issues and hear various perspectives on how to deal with it.	11/12/2015 2:06 PM
8	mediator's concern for 'what happens after a bad faith cert.' needs to be addressed with updated specifics. Not that it should influence the cert but it's apparent it does, particularly when a mediator wonders 'what's the point?'	11/12/2015 11:48 AM
9	I appreciated hearing others experiences; especially those of managers and attys.	11/12/2015 7:53 AM
10	Not as much on "a": understanding the statute, guidelines and expectations.	11/11/2015 9:43 AM
11	As a mediator, I can't speak to "c"	11/10/2015 3:12 PM
12	We used nearly an entire session figuring out that we all have such incredibly different needs and experiences in our different counties that a session just for that part would have been beneficial.	11/10/2015 2:05 PM
13	OK but there remains the issue of consistency and quality control	11/10/2015 10:51 AM
14	best practices opportunities were the high point. (a) this was largely a self study learning. the conf was too short for spoon feeding/exercises simple	11/10/2015 6:33 AM
15	The interaction between all, lost of listening and putting down defensiveness.	11/9/2015 6:39 PM
16	This seemed most useful for private mediators and those doing case intake as many of the questions considered in the scenarios were not relevant to DRC mediators for whom fees, schedules, etc., are not discussed or decided upon (other than the date of the actual mediation).	11/9/2015 3:32 PM
17	I know that Commerce was not solely responsible for the training. I enjoyed the event more than I thought I would, however I understood that one of the goals of the training was to help improve consistency in how the FFA was applied. I question whether asking a group that has issues with consistency to discuss and not focusing on clear decisive expectations from Commerce was the best way to improve consistency.	11/9/2015 3:15 PM
18	I can only answer for the first 2 goals as Commerce can only attest to number 3.	11/9/2015 2:56 PM
19	My conversations after the event only left me with one topic I felt we may not all be on the same page about and that was "Good Faith." The conversations I participated in seemed to indicate Good Faith has been expanded from it's original focus of "did they bring all docs and explore all options" to include participant behavior as well, which was new to me in foreclosure cases. My table did not even discuss attitude of the participants. Only if appropriate process was followed yet feedback from other mediators seemed to suggest the behavior warranted a bad faith finding--which again was new to me since I'm not practicing.	11/9/2015 2:44 PM
20	most of the presentation appeared to be aimed at mediators who were unfamiliar w/ the statute and with mediation in general	11/9/2015 2:36 PM
21	Future trainings on HAMP, HAMP 2, FHA, VA & other GSA programs would be helpful	11/9/2015 2:11 PM
22	Really liked the breakdown of law vs. guidelines vs. discretion. It did feel like we didn't reach consensus on some of the major sources of complaints, specifically fees and rescheduling/continuances.	11/9/2015 1:26 PM
23	I think there could have been more topics that focused on goal C. Goals A and B were well met.	11/9/2015 1:17 PM

November 2015 All-Foreclosure Mediator Event Evaluation

24	The event provided a unique opportunity for mediators, statewide, to engage in discourse on the issues with which they are confronted in FFA mediations .	11/9/2015 1:01 PM
25	I am not sure about Commerce. I am not saying that Commerce doesn't understand how to assist us but it is hard to definitely say yes as I have no way to measure it.	11/9/2015 12:30 PM

Q3 How helpful were the Pre-Plenary materials?

Answered: 79 Skipped: 9



	Very helpful (1)	Helpful (2)	Neutral (3)	Not helpful (4)	Very unhelpful (5)	Total	Weighted Average
(no label)	29.11% 23	46.84% 37	16.46% 13	6.33% 5	1.27% 1	79	2.04

Basic Statistics				
Minimum 1.00	Maximum 5.00	Median 2.00	Mean 2.04	Standard Deviation 0.91

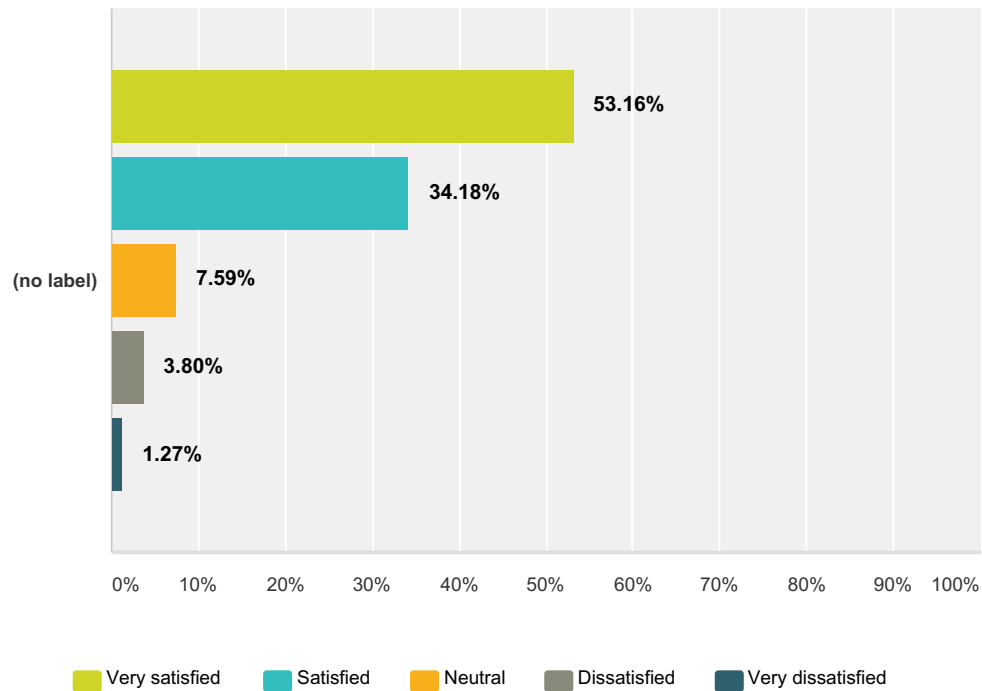
#	Comments	Date
1	Though it took time, I felt I really benefited from looking through all of them. Thank you for putting them together.	11/15/2015 2:44 PM
2	It would have helped for them not to be so extensive or time consuming.	11/13/2015 5:13 PM
3	Most were unhelpful and not worth the time having to sort through it all. Many of the substantive materials were, as usual, provided by homeowners advocates and inherently and obviously biased. The one useful thing was the NPV powerpoint which in 30 minutes was much better than the hours spent on it in previous trainings. It's clear from the small-group discussions that just reading the FFA and Commerce Guidelines wasn't enough for many people to really know how to use them.	11/13/2015 10:01 AM
4	I think it is always helpful to review documents we think we are familiar with. I also thought the release of the survey information was very interesting. Showed some of the differing perspectives across roles and geography.	11/12/2015 6:37 PM
5	Great refresher	11/12/2015 3:57 PM
6	Confusing. Condescending. A waste of my valuable time.	11/12/2015 2:51 PM
7	Nice refresher for HAMP 1 & 2 waterfall. The CFPB information was not something that has come up in mediations that I have been involved in. I liked the NPV presentation and exercises. However, I did not get the correct dollar amount on one scenario and would have liked to see how it was properly done.	11/12/2015 2:06 PM
8	Too much!	11/12/2015 1:31 PM

November 2015 All-Foreclosure Mediator Event Evaluation

9	Good review.	11/12/2015 7:53 AM
10	A bit much to sort through. And a bit confusing.	11/11/2015 10:01 AM
11	A lot f required reading for very little use.	11/11/2015 9:43 AM
12	It took a considerable amount of time, but I found it to be a very good idea and I was glad I had made the effort.	11/10/2015 3:12 PM
13	There was so much content it was absolutely necessary to have homework!	11/10/2015 2:05 PM
14	Required a lot of reading statutes I'd already read and was familiar with - not much new there. Would have been more effective to just read changes or areas where there were issues.	11/10/2015 9:44 AM
15	revisiting all the things i should have been on top of already was motivational	11/10/2015 6:33 AM
16	heavy reading.	11/9/2015 6:39 PM
17	I think the review of all the documents was an excellent opportunity to remind me what areas of the process I had questions about	11/9/2015 5:17 PM
18	Some of the technology didn't work for me and the surveys about mediators were difficult to interpret due to the wide range of responses.	11/9/2015 3:19 PM
19	We did not get the materials early enough, there was too much to review (it could have been condensed), and it was not presented in to us in a easily accessible way (I had to open multiple files, and there were several "READ ME FIRST" statements.	11/9/2015 3:15 PM
20	Far too much (redundant) work for a PT job w/o a lot of pay. I'm guessing a lot of folks skipped it but signed the sheet anyway.	11/9/2015 3:03 PM
21	Thank you for having it available weeks before the training so that I wasn't rushed to complete and could do a little each day.	11/9/2015 2:59 PM
22	I did not get a chance to review.	11/9/2015 2:44 PM
23	a good base-line for beginning mediators	11/9/2015 2:36 PM
24	However, WSBA says you can't get CLE credits for pre- seminar homework	11/9/2015 2:11 PM
25	No new material. Any changes should be highlighted. We did really not cover CFPB changes.	11/9/2015 1:14 PM
26	I will admit I was concerned to see how basic the materials were. My concern is are there mediators (not case managers, etc). out there that are not clear on this material.	11/9/2015 1:12 PM
27	I now understand NPV but have never used it	11/9/2015 1:10 PM
28	The pre-plenary materials allowed me to update my FFA mediation notebook. I thought the quiz was unnecessary.	11/9/2015 1:01 PM
29	I spent 4.5 hours on reviewing these materials, which seems excessive for a one day training. I would have preferred that you highlighted the portions of the documents which are new, or which seem to be confusing, as opposed to just ask us to read all the reference materials completely.	11/9/2015 12:42 PM
30	got much more comfortable with npv analyais	11/9/2015 12:30 PM

Q4 The Event was designed to include a combination of short Commerce presentations, mediator case study work sessions, and large group case study summaries. How satisfied were you with the structure of the Event?

Answered: 79 Skipped: 9



	Very satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very dissatisfied (5)	Total	Weighted Average
(no label)	53.16% 42	34.18% 27	7.59% 6	3.80% 3	1.27% 1	79	1.66

Basic Statistics					
Minimum 1.00	Maximum 5.00	Median 1.00	Mean 1.66	Standard Deviation 0.87	

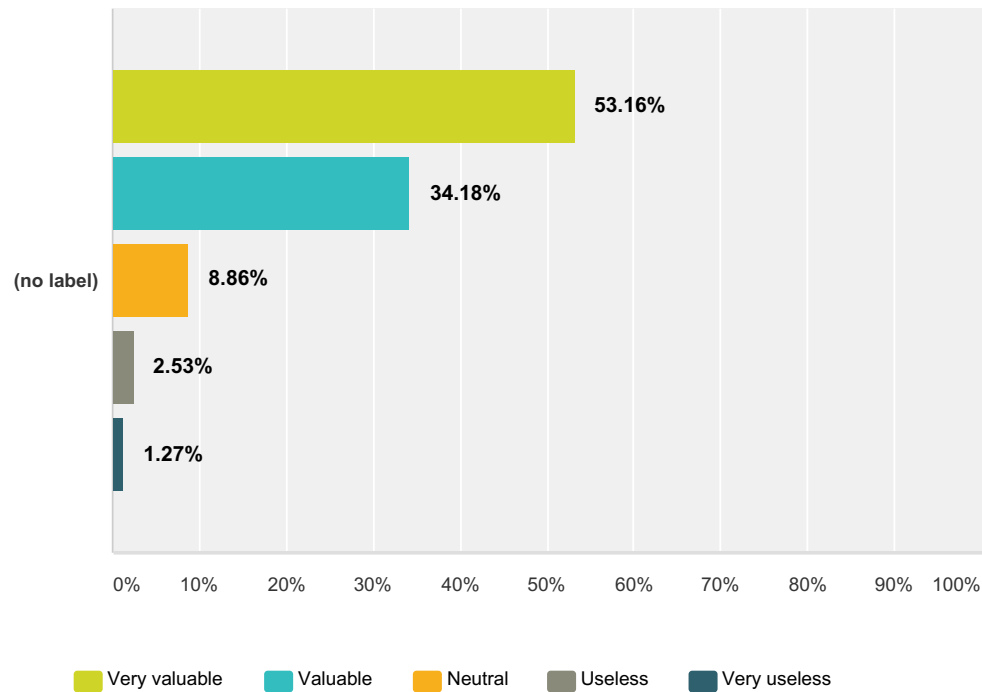
#	Comments	Date
1	Though the group discussions were interesting, I think I also would have appreciated hearing some exemplary descriptions of how different situations were dealt with.	11/15/2015 2:44 PM
2	The case study work sessions lacked luster by the third and fourth rounds.	11/15/2015 9:54 AM
3	Didn't feel the report out sections and group product sharing was all that useful.	11/13/2015 5:13 PM

November 2015 All-Foreclosure Mediator Event Evaluation

4	I think it was brilliant. It is common knowledge and practice in mediation, that people need to own their decisions in the conflict resolution process. Meaning, when parties work together to find common ground and come to an agreement, that agreement will hold water. As opposed to being told what the end result will be., even when the end result is the same. Commerce could have stood up there and lectured all of us as to why we need to follow the guidelines and what we need to do to make this program more efficient for everyone. Instead, each group got to hear it from their peers, and work together to problem solve situations. The group sessions were our very own mediation sessions. Everyone had a voice during the group sessions and then Commerce had a chance to recap the necessary points to make sure that everyone was on the same page. Because of how the event was structured, I feel that it will continue reap benefits to those that participated as the program continues.	11/13/2015 11:13 AM
5	The structure was good. The elements within them need work.	11/13/2015 10:01 AM
6	The day went quickly and talking with other mediators provided fresh perspectives on recurring issues.	11/12/2015 6:37 PM
7	Mediator case studies not so helpful. One person, a judge, took up all the air time. She was not always correct, tried to encourage folks around table (mostly unseasoned) to ignore some of DoC best practices. Example... She said she stated to a BE rep..."do you feel lucky?", mimicking Clint Eastwood. She had worse practices.	11/12/2015 5:23 PM
8	Really effective structure	11/12/2015 3:57 PM
9	A complete waste of my valuable time	11/12/2015 2:51 PM
10	the structure was brilliant.	11/12/2015 11:48 AM
11	You might change the groups midday to all independents, DRC mediators and managers. A mixed group was not helpful on much of the problem solving. Answers like : I don't do that aren't really helpful in a discussion.	11/11/2015 9:43 AM
12	It kept an even flow of the time.	11/10/2015 3:12 PM
13	extremely well planned and effective.	11/10/2015 2:23 PM
14	Although it took the entire first session and review to understand what was being asked of us, the overall organization was great, and very helpful.	11/10/2015 2:05 PM
15	I liked having the work broken up into presentations and group work - kept me awake and allowed me to move and stand, making it easier on the back.	11/10/2015 9:44 AM
16	Seemed to balance information giving and mediator sharing.	11/9/2015 5:17 PM
17	I expected there to be more Commerce presentations.	11/9/2015 3:32 PM
18	If the goal was consistency, I am not sure that group discussion was not the best way to achieve that.	11/9/2015 3:15 PM
19	I really enjoyed being broken into small groups so that I had a chance to meet new people.	11/9/2015 2:59 PM
20	Very well planned and orchestrated. Especially like the brief synopsis provided after each group posted their summaries. An efficient way to share out from the groups without taking too long.	11/9/2015 2:47 PM
21	I liked the structure.	11/9/2015 2:44 PM
22	it was nice to meet folks from other parts of the state	11/9/2015 2:36 PM
23	Day was much too long. Saturation point was reached by 4:00 p.m. and was reflected in the lack of attention in the room. Could have easily eliminated one of the case studies.	11/9/2015 1:17 PM
24	Structure was fine. The stats prepared by Commerce were very poorly done. This program still does not measure the right data points to evaluate the effectiveness of the program in avoiding foreclosure.	11/9/2015 1:14 PM
25	It would have been helpful to have a bit more move around time. That much sitting is very challenging.	11/9/2015 1:12 PM
26	The groups were too big. We had good discussion but it was difficult to stick to the main questions. I think groups of 5-7 would have been better.	11/9/2015 1:10 PM
27	We were pretty done by the fourth role play. By then you have heard most of what the others have to say about their own best practices, and are pretty tired. Maybe switch up the groups for the afternoon, so that you get some new blood and new ideas?	11/9/2015 12:42 PM
28	It was a great structure for getting the most value from our time.	11/9/2015 12:36 PM

Q5 How valuable were the discussions in the mediator case study work sessions?

Answered: 79 Skipped: 9



	Very valuable (1)	Valuable (2)	Neutral (3)	Useless (4)	Very useless (5)	Total	Weighted Average
(no label)	53.16% 42	34.18% 27	8.86% 7	2.53% 2	1.27% 1	79	1.65

Basic Statistics				
Minimum 1.00	Maximum 5.00	Median 1.00	Mean 1.65	Standard Deviation 0.84

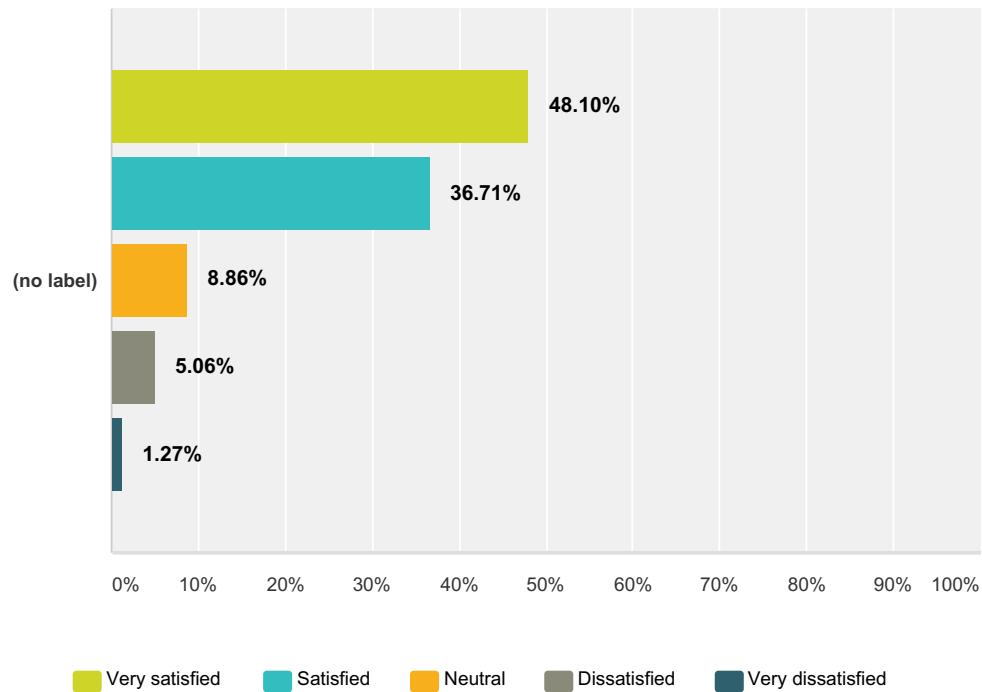
#	Comments	Date
1	Helpful to hear others' perspectives, especially the difference between private and DRC mediators ... which also raised questions.	11/15/2015 2:44 PM
2	The discussions were valuable; however, four sessions with the same participants included significant redundancy.	11/15/2015 9:54 AM
3	Very good discussions in our group.	11/13/2015 5:13 PM
4	The discussions were valuable. They were not helped by the materials provided. The fact situations were too convoluted, inconsistent, too long, had too many issues and contradictions in them - eventually, my small group just ignored them and talked about what they wanted to talk about. Because there was "too much" in the scenarios, everybody in the small group would talk about what they wanted to talk about, and it was rarely the same thing. We did not often have an engaged discussion on one topic: after someone brought up an issue, maybe someone would say what they thought about it or would ask a question, but usually the next one to speak would take us to another topic and whatever they saw in the scenario that they wanted to talk about.	11/13/2015 10:01 AM
5	I would rotate folks so they did not have to stay w same folks.	11/12/2015 5:23 PM
6	Came away with many new ideas	11/12/2015 3:57 PM
7	Idiots at my table.	11/12/2015 2:51 PM
8	Discussing the case studies with the variety of professionals in my group was the highlight of training for me.	11/12/2015 1:50 PM

November 2015 All-Foreclosure Mediator Event Evaluation

9	Most of my table did not do their own scheduling, fee requests were sent by staff. So they had no clue as to what was charged, reasons for rescheduling etc, they just turned up for the mediations.	11/11/2015 9:43 AM
10	Very helpful to hear how others are doing the same tasks.	11/10/2015 3:12 PM
11	loved it. Each session got better than the one before.	11/10/2015 2:23 PM
12	We can never learn to much from one another's experiences!	11/10/2015 2:05 PM
13	Interesting if only because it exposed participants to the extent of the variety of practices and interpretations of the act and program	11/10/2015 10:51 AM
14	The discussions were valuable - however, the scenarios would have been more valuable if they reflected real life problem situations more realistically. Too many "duh, we wouldn't let things get to that point" and not enough "ooh, that's a tricky one".	11/10/2015 9:44 AM
15	great to hear the diversity...and to see some people learning new ways of doing things.	11/9/2015 6:39 PM
16	It was interesting to note how some mediators had a need to show how "good" they were in the small groups in terms of the amount of speaking and the need to be right.	11/9/2015 5:17 PM
17	Really appreciated the opportunity to hear how others would respond to same situations. It felt like most times, we were all on the same page, but a few times we had some very very different understandings. And it wasn't DRC vs. Independent ...it went across individuals.	11/9/2015 3:23 PM
18	My group was engaged and on the same page. This provided me with some new insights into how others work with the FFA, I have heard from several of my mediators that this was not their experience.	11/9/2015 3:15 PM
19	Most important part necessary to meet goals 1 & 2.	11/9/2015 2:56 PM
20	probably more useful for beginners	11/9/2015 2:36 PM
21	The discussion would have been more productive with smaller groups. Not everybody had the opportunity to share ideas because of time.	11/9/2015 1:26 PM
22	It was good to learn how others were practicing foreclosure mediations especially in the areas of scheduling and fees.	11/9/2015 1:17 PM
23	Always great to see people in person and share stories.	11/9/2015 1:14 PM
24	It was helpful to hear from the mixed group. I heard some things I will consider in the future.	11/9/2015 1:12 PM
25	As a mediator with a DRC, a lot of the discussion did not mean much to me as we have other staff that do the intake.	11/9/2015 1:10 PM
26	Several of the people in my group were very insightful, and it was great getting their perspectives. I felt like the people who have roles other than that of mediator, like executive directors, ended up bored and left out of the discussion.	11/9/2015 12:42 PM

Q6 Overall, how satisfied were you with the Event?

Answered: 79 Skipped: 9



	Very satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very dissatisfied (5)	Total	Weighted Average
(no label)	48.10% 38	36.71% 29	8.86% 7	5.06% 4	1.27% 1	79	1.75

Basic Statistics				
Minimum 1.00	Maximum 5.00	Median 2.00	Mean 1.75	Standard Deviation 0.91

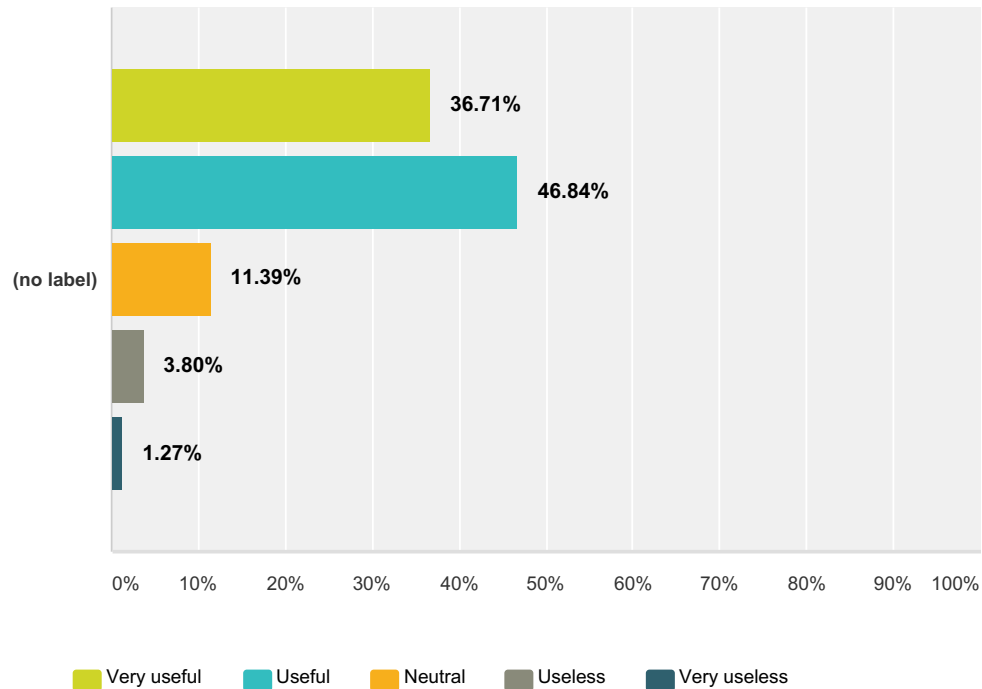
#	Comments	Date
1	Thank you SO much for your effort and intent!	11/15/2015 2:44 PM
2	The same material and goals may have been accomplished in a 4-6 hour day.	11/15/2015 9:54 AM
3	It's a start. But it's too spoon-fed, "here's what you should think about" in the structure. Set the topic, short, without all the added extra useless stuff, and let us talk about it.	11/13/2015 10:01 AM
4	It was good to meet and be pared with private practice mediators as well as DRC mediators. Gave an interesting energy to the discussions.	11/12/2015 6:37 PM
5	Spend more time deepening our understanding.	11/12/2015 5:23 PM
6	Again . Waste of time.	11/12/2015 2:51 PM
7	Nice food. Would have been better to not have the last group discussion and used the time to talk to the whole group about what was in the parking lot. It was kind of avoided.	11/11/2015 9:43 AM
8	one of the best trainings I have attended. I learned some training tips I will use myself.	11/10/2015 2:23 PM
9	For independent mediators it was quite expensive, overall, to attend.	11/10/2015 2:05 PM

November 2015 All-Foreclosure Mediator Event Evaluation

10	The travel to the Seattle area is a hardship and a difficulty. Even staying in Seattle at my daughter's it took me over an hour and a half to drive to Renton. Not an effective use of time or resources. Making something mandatory that requires that kind of travel and expense is tough on volunteers. So many ways to have that work done remotely, or do it by region. Even group work can be done by Skype video or conference call. I love to see things like this arranged so we didn't have to sit in traffic burning up fossil fuel to make it happen.	11/10/2015 9:44 AM
11	You did a very nice job. Thank you.	11/9/2015 5:00 PM
12	Appreciated not having borrower/beneficiary advocates in the room. In previous events they have taken over.	11/9/2015 3:19 PM
13	I had a good time at the event, and enjoyed meeting others working in the program and hearing about how they deal with some of the unique difficulties of the program.	11/9/2015 3:15 PM
14	While 'free' the conference cost me a full day out of the office - found out that some other mediators have been frustrated by the process and many participants are frustrated by mediators/statute.	11/9/2015 2:36 PM
15	There was no detailed information on how the program is performing - stats were a mess. Substantive legislative planning update would have been useful.	11/9/2015 1:14 PM
16	I thought it was very good. I did not appreciate Ms. Quan-Hood's participation. She is very condescending, although she tries to mask it with sarcasm or "humor."	11/9/2015 1:12 PM
17	The event exceeded my expectations. I left with a sense of community that I did not have at the start of the day.	11/9/2015 1:01 PM

Q7 Overall, how useful was the Event, including the Pre-Plenary work, for your role in the foreclosure mediation process?

Answered: 79 Skipped: 9



	Very useful (1)	Useful (2)	Neutral (3)	Useless (4)	Very useless (5)	Total	Weighted Average
(no label)	36.71% 29	46.84% 37	11.39% 9	3.80% 3	1.27% 1	79	1.86

Basic Statistics				
Minimum 1.00	Maximum 5.00	Median 2.00	Mean 1.86	Standard Deviation 0.85

#	Comments	Date
1	trying too hard to justify your existence. Did not come to the meeting to watch you act like cheerleaders. Cut some of your overhead to pay mediators more.	11/15/2015 4:23 PM
2	I have three specifics I'm aware of so far that I'm doing a little differently!	11/15/2015 2:44 PM
3	Probably the greatest value was in the "forced" review of the materials.	11/15/2015 9:54 AM
4	Thanks for putting it on.	11/13/2015 5:13 PM
5	On it's own, it wasn't useful to me in my practice. It's a good first-step in what Commerce should be doing: creating more opportunities for the mediators who do its work to learn from each other.	11/13/2015 10:01 AM
6	I will try some of the ideas for case-management and strategies for effectively moving the case forward that were discussed at our table.	11/12/2015 6:37 PM
7	Entirely helpful	11/12/2015 3:57 PM
8	Cost me a whole day of income.	11/12/2015 2:51 PM
9	Being new, the material was helpful but also didn't make that much sense just reading it.	11/12/2015 1:31 PM

November 2015 All-Foreclosure Mediator Event Evaluation

10	There were 4 topics cited by mediators as important on the pre-session survey: 1) the interplay of Fed Regs for various types of loans; 2) fees & scheduling; 3) management and use of the NPV analysis; and 4) mediator role/discretion. With exception for fees & scheduling, DOC provided commentary, guidance and training on non of the topics important to mediators. Sharing anecdotes with colleagues in break-out sessions was sometimes amusing and interesting, at best; but, it didn't produce an inventory of 'best practice' (just an inventory of our differences). If you repeat this format for future "training", don't make it mandatory, please.	11/12/2015 12:29 AM
11	Got a few good ideas.	11/11/2015 9:43 AM
12	Information was clarified, and the updates are essential. It was also incredibly valuable to meet again with the Department of Commerce and fellow mediators.	11/10/2015 2:05 PM
13	The biggest advantage in this type of event is getting us all together - the side discussions and personal connections - which would admittedly be difficult to get in ways other than getting us all together.	11/10/2015 9:44 AM
14	I think it was more useful for private mediators and case intake workers than it was for DRC mediators.	11/9/2015 3:32 PM
15	It was a good reminder of why I use the practices that I use. I also found the survey results interesting	11/9/2015 3:15 PM
16	Again, the "pre-plenary work" added lots of time and little value (I did learn one or two things).	11/9/2015 3:03 PM
17	Worked out some better processes for giving parties structure to succeed, including making the accountability element clearer to the parties.	11/9/2015 2:36 PM
18	Pre plenary materials were challenging time wise.	11/9/2015 2:23 PM
19	Did not cover any new information!	11/9/2015 1:14 PM
20	I did not find the pre-work new.	11/9/2015 1:12 PM

Q8 What suggestions do you have for continued education and training for mediators? Keep in mind Commerce considers "mediators" to not only include approved foreclosure mediators, but also case/intake managers, legal staff, Executive Directors, and anyone who provides foreclosure mediation services.

Answered: 42 Skipped: 46

#	Responses	Date
1	Continuing discussion of best practices	11/16/2015 10:25 AM
2	Annual training	11/16/2015 10:15 AM
3	case study good. your interpretation of law	11/15/2015 4:23 PM
4	do we think the program will continue? If so, more great examples shared.	11/15/2015 2:44 PM
5	Perhaps consider an on-line materials course to review, assess for skills and knowledge and require bi-annual participation.	11/15/2015 9:54 AM
6	It is working well from my perspective	11/15/2015 8:40 AM
7	I'm not sure what Commerce can do to help mediators learn from each other. When it acts, it makes things "mandatory" and dictates what it thinks should happen in mediation, but it doesn't have the expertise to "teach" mediators, and when it tries to find someone who does, it goes to biased homeowner advocates or the DRCs. I think the idea of giving mediators more opportunities (not mandatory events) to learn from each other is a good start.	11/13/2015 10:01 AM
8	I would like to see more small group work where the FFA is reviewed, new law changes, and case studies are discussed.	11/12/2015 6:37 PM
9	Self teaching around a table dies not always work.	11/12/2015 5:23 PM
10	Encourage mediators to gather together (perhaps quarterly) in smaller groups to discuss various issues such as how to encourage parties to share required information, re-scheduling sessions when necessary or useful, billing practices, etc.	11/12/2015 4:42 PM
11	More training on NPV	11/12/2015 3:57 PM
12	On line so we can do this at home on our own time	11/12/2015 2:51 PM
13	As different issues come up, I could see a quarterly newsletter update with some best practices information.	11/12/2015 2:06 PM
14	Holding this event annually would be very helpful.	11/12/2015 1:50 PM
15	mediators should be more informed as to post-cert resources available to borrowers and housing counselors	11/12/2015 11:48 AM
16	I think that a continuing education event such as this one should be held on a regular, annual event.	11/11/2015 1:00 PM
17	Have a meeting with just mediators, that is where the rubber meets the road.	11/11/2015 9:43 AM
18	To keep in mind the time and expense it is for those travelling outside the area.	11/10/2015 3:12 PM
19	It would be useful to have webinars and online homework to keep us fresh.	11/10/2015 2:05 PM
20	I'm not sure! I think the biggest problem with such management of a program is that the admin of a matter of course chooses its own needs as a separate interest from that of the line workers!	11/10/2015 10:51 AM
21	When there are changes, new issues, new answers to old issues - I'd like to see a more specific training for things like that. Training regionally would allow for getting more detailed with what is true for various regions - Seattle DRCs are going to have issues we don't really have in outlying areas and vice versa.	11/10/2015 9:44 AM
22	I am unsure why this was a mandatory event. Seems like most of the info could have been provided in other ways to allow mediators continued access to the program.	11/10/2015 8:21 AM

November 2015 All-Foreclosure Mediator Event Evaluation

23	An impossible "ask" but you did-figure out ways to motivate mediators to stay on top of the details of the regulatory environment so mediation sessions stay focused and the DRC style mediators can help the parties discover the info they need by strategic questioning. this requires substantive knowledge	11/10/2015 6:33 AM
24	Annual Event to Calibrate Mediators; offer a one or 2 day training for new FFA mediators	11/9/2015 8:39 PM
25	None	11/9/2015 7:30 PM
26	More guidance from commerce about common concerns that were raised in the training. It's hard when commerce constantly says "It's the mediators discretion" when asked a question. Clearer guidelines would be helpful so we are able to be more of a mediator than a judge.	11/9/2015 5:44 PM
27	More about good faith issues.	11/9/2015 3:32 PM
28	Maybe more shared learning from various points in the process (including standard communication, rates, etc.)	11/9/2015 3:19 PM
29	there were a number of questions that were not addressed with clear guidance that I would loved to have broader discussions around and decisions regarding, most notably, finding of not good faith when there is an agreement	11/9/2015 3:15 PM
30	Something that looks like this event that reviews and engages every year to 18 months.	11/9/2015 2:56 PM
31	is webinar format possible? I attended a great one put on by a Southern Calif org	11/9/2015 2:36 PM
32	Quarterly webinars or teleconferences for those who want to participate in actual case studies. I find that most helpful.	11/9/2015 2:23 PM
33	in addition to above, updates on caselaw & AG settlements	11/9/2015 2:11 PM
34	I would encourage planners to focus on issues where there is substantial disagreement (fees, for example) rather than issues that most or all agree on (bad faith for clients who don't pay or submit docs)	11/9/2015 1:26 PM
35	It would be good to have a half day session twice a year.	11/9/2015 1:17 PM
36	Include borrower and lender reps	11/9/2015 1:14 PM
37	Do this again.	11/9/2015 1:12 PM
38	To me training needs to be in a live setting but with the wide geography of Washington makes this difficult.	11/9/2015 1:10 PM
39	getting together with other mediators more often to exchange best practices	11/9/2015 1:10 PM
40	I would encourage Commerce to consider hosting an event such as the one on November 2nd every two to three years. Web based tools or presentations could be made available on the Commerce website. One idea is to film a panel made up of borrower and beneficiary advocates sharing their perspectives on the program with a focus on benefits, challenges, and hopes for the future.	11/9/2015 1:01 PM
41	It felt a little heavy handed to say that you absolutely had to be available on this one day in Nov. if you wanted to continue to be a foreclosure mediator. Maybe for the future have monthly or quarterly webinars on topics related to foreclosure mediation skills? You could still have a requirement that a certain percentage of these be attended, but you wouldn't lose your ability to stay affiliated with Commerce if you got the flu on the wrong day.	11/9/2015 12:42 PM
42	webinars; hard to take a whole day out.	11/9/2015 12:30 PM

Q9 Do you have any other comments about the Event?

Answered: 49 Skipped: 39

#	Responses	Date
1	Well done, thank you!	11/16/2015 10:25 AM
2	not winter months	11/16/2015 10:15 AM
3	Very grateful for all your effort.	11/15/2015 2:44 PM
4	Excellent presentations from Commerce. The whole group in the large room was very crowded.	11/15/2015 9:54 AM
5	No	11/15/2015 8:40 AM
6	Thank You!	11/13/2015 11:13 AM
7	I've heard that Commerce was unhappy with the amount of time spent on complaints, but that's only 2-3% of the mediations, and they aren't representative. Why spend so much time on that? Being told how to fill-out the certification for 30 minutes was a waste of time; if there are people who aren't doing it right, teach them. The large-group debriefs of the small-group work weren't that useful as done; they needed to be more grounded in the small-groups' work and be discussions, and they could have been. And you took the small-group work-products away - I never got to see them - what's the point!?	11/13/2015 10:01 AM
8	I liked the way it was structured and the contact with others throughout the state.	11/13/2015 8:16 AM
9	It was very difficult to reserve that one day - there needs to be an option if that date simply won't work, Nancy	11/13/2015 5:50 AM
10	If one of the goals for Commerce is to get greater consistency in the process I am not sure that hearing the large variety of responses and approaches got us any further down that road.	11/12/2015 6:37 PM
11	Please put continuing credit info for lawyers at end and dismiss those who do not need the hours for best use of time for all and less traffic congestion at departure.	11/12/2015 5:25 PM
12	Clearly, a lot of planning went into this event. Loved the good, location, how organized it was.	11/12/2015 5:23 PM
13	Small group discussions were of great value. Having mediators come together in groups of 10 with a mix of DRC and independent mediators is something to do in the future.	11/12/2015 4:42 PM
14	Very well planned and executed.	11/12/2015 4:08 PM
15	No	11/12/2015 3:57 PM
16	Location was bad. Too crowded and hot. All stuffed around small tables with no room to work	11/12/2015 2:51 PM
17	Well done! It was a great success.	11/12/2015 1:50 PM
18	The way it was presented as mandatory, with no exceptions for people who had other commitments, together with the threat of decertification if you were unable to attend was unreasonable and offensive.	11/12/2015 8:22 AM
19	Well done, moved at a good pace, and actually fun!	11/12/2015 7:53 AM
20	Changing up the work groups would have made for a richer experience, I think.	11/11/2015 5:02 PM
21	I thought that this event was well planned out and organized. The materials and presentations were excellent. I, for one, really appreciated the opportunity to network and problem solve with the others in the room. Hope to see a continuing education event like this one once a year on a regular basis. Thank you!	11/11/2015 1:00 PM

November 2015 All-Foreclosure Mediator Event Evaluation

22	I think I missed the part where we decided just what a successful mediation looks like; that might be an important discussion. Some of my favorite mediations end with the borrowers losing their home. But the meeting was successful because they were finally able to talk with the lender and understand the reasons for the denial. The stress of living on a nearly sawed-off limb is finally over and they can plan for their new life without the house. That is a huge accomplishment. Needless to say, I am one of those mediators who love the human side of mediation and dislike the mechanical parts, the intake, deadlines, game-playing, etc. (although I understand the necessity). That is why I work at a DRC. The first case study was taken over by the lawyers and the process lovers in my group. They dissected the FFA to its bones. I found that interesting -- but was unable to add much. It did make me realize that my intake staff need to brief me better on intake issues, primarily not meeting documentation deadlines indicating a lack of good faith. I could use this information to "leverage" the discussion. Maybe a DRC only session would help. Overall, the event was worth my time and I truly appreciate the hard work of the Commerce staff. You folks are amazing!	11/11/2015 10:01 AM
23	Might be good if some of the people from Commerce sat in on the table discussions, might learn some things.	11/11/2015 9:43 AM
24	Thank you.	11/11/2015 1:26 AM
25	Thank you, it was really well done.	11/10/2015 3:12 PM
26	Thanks for keeping me fed and caffeinated. I appreciate the coordination and hard work that goes into putting on something like this!	11/10/2015 9:44 AM
27	thank you for pulling it together	11/10/2015 6:33 AM
28	Exceeded my expectations!	11/9/2015 8:39 PM
29	No	11/9/2015 7:30 PM
30	Amazing to get it done!	11/9/2015 6:39 PM
31	I appreciated the seat assignments; otherwise I would have seated myself with people I knew. I gain respect for the diversity of viewpoints.	11/9/2015 5:17 PM
32	3 case studies would have worked better for me than 4.	11/9/2015 5:00 PM
33	At the beginning of the training, Commerce stated that the most common complaint was a lack of consistency in apply the FFA. If a desired outcome of the training was better continuity, I'm wondering if having us break into groups and offer each other our suggestions was the best way to achieve that goal. I gained some great information but I don't know that it will lead to more continuity. I really enjoyed the format of the training and enjoyed meeting new people but I did not gain anything from the training that couldn't have been delivered in a more convenient manner. Thank you for all the work you do. I know it's a thankless job but we do appreciate you!	11/9/2015 4:49 PM
34	Well Done!	11/9/2015 3:23 PM
35	Thank you!	11/9/2015 3:19 PM
36	I wonder if it would be appropriate to send out a response to the beneficiary and borrower rep survey addressing their concerns regarding bias (mediators should be biased towards the intent of the law), and mediators impartiality (mediators should not necessarily be following up regarding the requests/needs of one party or the other -beyond the required docs and "enforcing" agreements-, that is the job of the representatives).	11/9/2015 3:15 PM
37	Fabulous job, well planned & executed. Exceeded my expectations.	11/9/2015 3:03 PM
38	Best Commerce sponsored event for FFA to this point.	11/9/2015 2:56 PM
39	Thank you for all of your hard work.	11/9/2015 2:44 PM
40	the over-arching theme of the conf validates a couple of my earliest postings to the ADR section list - one of the fastest ways to secure statutory compliance and reduce monkeying around would be to provide uniform responses to the under-prepared/under-responsive parties	11/9/2015 2:36 PM
41	Thank u to all the organizers	11/9/2015 2:23 PM
42	volunteers shouldn't have to travel cross state for mandatory trainings. the venue was mediocre & difficult to get to, pre register the CLE with WSBA	11/9/2015 2:11 PM
43	It is really disappointing that Commerce did not work with the Washington State Bar Association (WSBA) in having the event reviewed and approved for continuing legal education credits. That was the only part of the event that felt disorganized and not well thought out.	11/9/2015 1:32 PM

November 2015 All-Foreclosure Mediator Event Evaluation

44	The planning was very thorough and it was a great mix of information and opportunities for discussion. I know this seems relatively minor, but the room set up was not ideal. While it should be pretty easy to fit 140 people into a space with a capacity for 180, when everybody is crammed into the middle third of the space it was incredibly claustrophobic. Two people couldn't fit at our table and were sitting against the wall. Please, please ensure that we have enough space next time. Otherwise, the facility, food, etc. were great.	11/9/2015 1:26 PM
45	Clear that lots of thinking went into planning the day. Would have recommended condensing some of the materials early in the session.	11/9/2015 1:17 PM
46	Venue was fine and food service agreeable. Tables were too closely spaced for comfort.	11/9/2015 1:14 PM
47	Great job Commerce. Thanks for allowing other voices than ResWas to help in the planning. They are not representative of the "mediators."	11/9/2015 1:12 PM
48	Thank you to Commerce.	11/9/2015 1:01 PM
49	Self-reporting CLE hours is really not appropriate to an event this large. Maralise, in trying to help gain consensus on the number of hours to report for ethics, pre-plenary work, etc., most likely engaged in the unauthorized practice of law.	11/9/2015 12:42 PM