

# ADRA Member Survey January 2013

1. Would you recommend ADRA to a colleague?

Yes **91.2% (31/34)**

## Summary of why

Friendly, caring and good networking and PD

## Why not

Regional support limited

No response to communication

2. How important are ADRA's services to you?

	Not important	Important	Very Important	Rating Ave	Count
<b>Accreditation Service</b>	<b>33.3% (11)</b>	<b>33.3% (11)</b>	<b>33.3% (11)</b>	2.00	33
<b>Complaints Handling Service</b>	<b>45.5% (15)</b>	<b>45.5% (15)</b>	9.1% (3)	1.64	33
<b>Education Forums</b>	2.9% (1)	<b>55.9% (19)</b>	41.2% (14)	2.38	34
<b>Mediation Practice Network</b>	30.3% (10)	<b>39.4% (13)</b>	30.3% (10)	2.00	33
<b>Network/ Social Events</b>	24.2% (8)	<b>54.5% (18)</b>	21.2% (7)	1.97	33
<b>Policy Development</b>	36.4% (12)	<b>48.5% (16)</b>	15.2% (5)	1.79	33
<b>Promoting ADR within the Community</b>	21.9% (7)	<b>40.6% (13)</b>	37.5% (12)	2.16	32
<b>Reaccreditation Service</b>	31.3% (10)	<b>34.4% (11)</b>	<b>34.4% (11)</b>	2.03	32
<b>Talk-It-Over (Telephone Support)</b>	<b>48.5% (16)</b>	39.4% (13)	12.1% (4)	1.64	33

3. What areas would you most like to see covered in the education forums?

<b>Commercial</b>	<b>35.3% 12</b>
<b>Community</b>	<b>38.2% 13</b>
<b>Family</b>	<b>38.2% 13</b>
<b>International</b>	<b>23.5% 8</b>
<b>Multiparty</b>	<b>38.2% 13</b>
<b>Workplace</b>	<b>67.6% 23</b>
<b>Cultural Awareness</b>	<b>26.5% 9</b>
<b>Updates on law and regulation</b>	<b>76.5% 26</b>
<b>Other, please specify</b>	<b>8.8% 3</b>

Psychology of Conflict & Emotions in Conflict

I have indicated the areas I know best. However I am not mediating at the moment due to family commitments which means that I cannot offer opinions on the areas below.

\* An ability for the education forums to be offered on a regional basis

building and planning

Marketing and business development

\* General professional issues such as maintaining neutrality, dealing with lawyers,

dealing with other professionals, *issues in private practices*

*panel discussion on ethical issues*

Q4. Do you believe any of ADRA's current services could be improved? If so please specify how you would like to see them improved.

	Perfect just the way the service is : )	Low priority for improvement	High priority for improvement	Rating Average	Response Count
<b>Accreditation Service</b>	34.6% (9)	<b>57.7% (15)</b>	7.7% (2)	1.73	26
<b>Complaints Handling Service</b>	<b>52.2% (12)</b>	39.1% (9)	8.7% (2)	1.57	23
<b>Education Forums</b>	37.5% (9)	<b>41.7% (10)</b>	20.8% (5)	1.83	24
<b>Mediation Training Network</b>	30.4% (7)	<b>52.2% (12)</b>	17.4% (4)	1.87	23
<b>Policy Development</b>	22.7% (5)	<b>77.3% (17)</b>	0.0% (0)	1.77	22
<b>Promoting ADR within the Community</b>	20.8% (5)	37.5% (9)	<b>41.7% (10)</b>	2.21	24
<b>Policy Development</b>	31.8% (7)	<b>63.6% (14)</b>	4.5% (1)	1.73	22
<b>Talk-It-Over (Telephone Support)</b>	36.4% (8)	<b>59.1% (13)</b>	4.5% (1)	1.68	22

5. If it is possible for ADRA to expand its services what area would you see as a priority?

	No Priority	Low Priority	High Priority	Rating Average	Response Count
<b>Increasing the number of Mediation Practice Network Sessions (please specify preferred times below) Hosting specialty workshops or conference (please specify below)</b>	25.9% (7)	<b>51.9% (14)</b>	22.2% (6)	1.96	27
<b>Supporting specialty interest groups (please specify area below)</b>	34.6% (9)	<b>50.0% (13)</b>	15.4% (4)	1.81	26
<b>Supporting a mentoring program</b>	28.0% (7)	28.0% (7)	<b>44.0% (11)</b>	2.16	25
<b>Supporting a supervision program</b>	<b>37.0% (10)</b>	25.9% (7)	<b>37.0% (10)</b>	2.00	27
<b>Other please specify below</b>	<b>87.5% (7)</b>	12.5% (1)	0.0% (0)	1.13	8

6. How satisfied are you with the Member Services provided by ADRA?

<b>Extremely Satisfied</b>	29.4%	10
<b>Satisfied</b>	<b>58.8%</b>	<b>20</b>
<b>Unsatisfied</b>	11.8%	4

Q1.

Professional Recognition. Opportunity for PD.

In the past I have enjoyed whatever I could attend, and meeting members, purchasing publications, videos and The Parenting Plan, all of which were influential in the growth on mediation services at The Family Life Centre in Johannesburg. I have always learnt from the lectures, seminars and conferences. It seems to me that ADRA has expanded its services in the last few years, well worth recommending.

As a regional member of ADRA, I question the value of membership- I am often unable to attend training offered in the city and I'm unsure of the services offered by ADRA- basically I joined to fulfil aspects of staying accredited.

friendly learning place

Helpful, smaller organisation that cares for its members.

It is the only independent Association for Mediators and can provide useful networking opportunities for beginner Mediators.

An opportunity potentially to meet with other ADR practitioners

Professional recognition of mediation qualification

I would recommend ADRA if the colleague had access easily to activities in and around Sydney. Otherwise, membership of ADRA becomes a luxury rather than a practical benefit.

As a New Zealand lawyer my situation is quite different. Despite the positive aspects of ADRA's setup and goals (ADR and prompt, effective dispute resolution) there is little gain, understandably, for practitioners on this side of the Tasman. My situation is quite different of course.

Broad perspective PD at reasonable cost

TO HAVE A NATIONAL CENTRE COVERING ALL MEDIATORS

I believe ADRA is a valuable group in supporting the training and continued development of Mediators.

I enjoy the ADRA meetings and the members are friendly. I think that there is an overlap with LEADR and maybe it is time for the two organisations to get together and work together at common goals.

Helps to remain in contact and to hear about networking and training activities

Not sure at present. I have emailed ADRA twice since joining and have not received a response. It is difficult to recommend when I receive no response to my communications.

I feel that ADRA cares about its members and has an inclusive aspect in keeping with the ethos of its belief in the principles of mediation and conciliation.

Q4. Do you believe any of ADRA's current services could be improved? If so please specify how you would like to see them improved.

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I feel that ADRA cares about its members and has an inclusive aspect in keeping with the ethos of its belief in the principles of mediation and conciliation.

Covers full spectrum of ADR and annual fees are cheap

Useful source of information. Thought provoking seminars on varied topics.

Supportive network for new mediators- I train new mediators and value the environment ADRA differs

Long standing ADR assoc. that is close to members interests, and is recognised by new members as a welcoming organisation.

It is great to have a body that focusses on the profession and the people involved

ADRA provides an opportunity for mediators to keep in touch with like minded people and also provides an opportunity to attend short interesting seminars at a reasonable price for all.

#### **Q4.**

##### **Accreditation Service**

I haven't used this service

ADRA works well with other like minded groups to have this service available.

Never used  
communication.

##### **Complaints Handling Service**

I haven't used this service

ADRA works well with other like minded groups to have this service available.

Never used

##### **Education Forums**

i am aware of the challenges, however after hours seminars in the city are often difficult to attend. Perhaps some forums held mid morning or lunchtime as well - particularly when related to updates on law and regulations.

I would like the education and training events to be either/both recorded as podcasts for those who can't attend or able to be remotely attended through teleconferencing.

Windows of opportunity need to be explored to offer forums that inform and entertain members. With other groups also presenting forums special attention to find the gaps and work to create presentations to meet these spaces would be valuable.

Greater variety and regularity would be good  
however with some focus as mentioned above

##### **Mediation <sup>Practice</sup> Training Network**

I would like the education and training events to be either/both recorded as podcasts for those who can't attend or able to be remotely attended through teleconferencing.

To offer practice for newly trained mediators is vital to maintain the current high standard. A tighter network could be an improvement to be explored.

Never used

##### **Policy Development**

Open discussion with other like minded groups would assist with standardised policies across the nation.

##### **Promoting ADR within the Community**

Important to keep promoting the benefits of ADR

Liaison with industry sectors not just Mediators and Mediation sectors

A higher profile pushing ADR as a cost effective option for commercial (not family or employment) disputes.

Always important to support peace making in our communities and nation.

, would like to see more liaison with professional bodies who would use the services of mediators and have the benefit of these services explained. Think that there is not enough presence in the community - we seem to talk within our own circle.

I think this is a critical area as the general public's knowledge of the profession of mediation and how to access services is low

### **Policy Development**

Would like to see the promotion of the service for the new laws which came in/ are still coming in to promote mediation prior to litigation and to ensure that the clients are given a fair go and explanation of what mediation is about. I think that many solicitors will be opposed to this type of service and it will need to be promoted more publically.

### **Talk-It-Over (Telephone Support)**

Would not use this service

Members to be fully aware of the Ethics Centre, how to contact; possibly discounted fee (if applicable). Also access to mentoring support in real time. Other groups may offer this already, however stronger promotion would serve members well.

I did not know that this service was available

Q5.

I have not answered all questions because I am not mediating at this time, and therefore think that I would not be able to give accurate views. I am satisfied with the service at the moment considering my inactivity !

I cannot comment on the past - but am interested in ADRA maintaining its services so far provided.

updates on laws and regulations through effective electronic means - not just via seminars which are often difficult to attend after hours.

As noted above - an expansion in technology to enable members outside Sydney to participate in events, either simultaneously or by having later access to podcasts, would be an immeasurable benefit to members outside the metropolitan area. The only reason I am not entirely satisfied - and am uncertain about renewing membership - is the issue of access. As a rural member I can't usually participate in events, and unlike LEADR, where I am also a member,

ADRA offers no way to catch up later.

Commercial ADR.

Workplace Mediation

Whilst supervision program would be helpful, there are other aspects that could benefit with attention now; the supervision, whilst valuable could come later.

Family law conference

RE: MEETINGS ON SATURDAY 13/4/96 10AM

To David, Paul, Maureen, Stella, Michelle,  
Fran, Peter & Alan

enclosed please find:

- your original survey analysis proforma with lots of my scribble all over it! (not Fran)
- 1 copy of draft 1 of the survey results (excuse typos, my scribble & the need to "name names" in some of my queries)
- tables of volunteers for each area we asked about plus 'other' offers

(if you get a chance before Saturday could you please review the enclosed)

Could you please bring all of the above PLUS all the survey forms with you on Saturday so we can sort out any queries review results, analyse results etc.

See you on Saturday  
regards  
Gerrise

# SURVEY RESULTS

TOTAL RETURNED = 78



# ADRA MEMBER SURVEY

## YOU AND YOUR INTERESTS

What is the post code at your home address?

<i>post code</i>	<i>total</i>	<i>code</i>
0812	1	NT
2000	2	Nms
2011	1	Nms
2022	1	Nms
2024	1	Nms
2025	2	Nms
2026	2	Nms
2027	2	Nms
2031	2	Nms
2032	2	Nms
2034	1	Nms
2037	1	Nms
2038	2	Nms
2039	1	Nms
2041	1	Nms
2047	1	Nms
2049	1	Nms
2064	1	Nms
2065	1	Nms
2068	1	Nms
2070	1	Nms
2071	1	Nms
2073	1	Nms
2074	1	Nms
2085	1	Nms
2089	1	Nms
2093	1	Nms
2095	1	Nms

<i>post code</i>	<i>total</i>	<i>code</i>
2099	2	Nms
2108	1	Nms
2112	1	Nms
2118	1	Nms
2121	1	Nms
2125	1	Nms
2135	2	Nms
2148	1	Nms
2151	1	Nms
2170	1	Nms
2196	1	Nms
2203	1	Nms
2213	1	Nms
2218	1	Nms
2257	1	Nc
2260	1	Nc
2304	1	Nc*
2358	1	Nc
2390	1	Nc
2500	1	Nc
2502	1	Nc
2508	1	Nc
2515	2	Nc
2576	1	Nc
2579	1	Nc
2602	1	ACT
2615	1	ACT
2620	1	Nc

<i>post code</i>	<i>total</i>	<i>code</i>
2710	1	Nc
2777	1	Nc
2782	1	Nc*
4005	1	QLD
4059	1	QLD
4163	1	QLD
4218	1	QLD
6000	1	WA
6156	1	WA
6239	1	WA
7004	1	TAS
2010	?	<i>Paul</i>

no response = 0

NSW total	= 66
NSW metropolitan sydney	= 50
NSW country	= 16
Queensland	= 4
Western Australia	= 3
Australian Capital Territory	= 2
Tasmania	= 1
Northern Territory	= 1
<b>TOTAL</b>	<b>= 77</b>

1 missing - Paul?

How many years have you been interested in ADR?

<i>years</i>	<i>total</i>	<i>%</i>
1	3	3.8
2	2	2.6
3	5	6.4
4	3	3.8
5	13	16.7
6	8	10.3
7	6	7.7
8	10	12.8
9	2	2.6
10	12	15.4
11 - 15	9	11.5
15 - 20	3	3.8
>20	2	2.6
no response	0	0
<b>TOTAL</b>	<b>78</b>	

Total years interested:

1-5 inclusive = 26 (33.3%)

6-10 years inclusive = 38 (48.7%)

1-10 years inclusive = 64 (82.1%)

11 or more years = 14 (17.9%)

How many years since your first training in ADR?

<i>years</i>	<i>total</i>	<i>%</i>
1	3	3.9
2	1	1.3
3	8	10.4
4	9	11.7
5	11	14.3
6	8	10.4
7	8	10.4
8	9	11.7
9	2	2.6
10	4	5.2
11 - 15	7	9.1
15 - 20	3	3.9
>20	0	0
no response	3	3.9
no formal training	1	1.3

TOTAL = 77 (*Peter 1 missing?*)

1-5 years inclusive = 32 (41.6%)

6-10 years inclusive = 31 (40.2%)

1-10 years inclusive = 63 (81.8%)

11 or more years = 10 (13%)

other responses = 4 (5.2%)

## What training courses have you completed?

<i>training course</i>		<i>total</i>	<i>%</i>
Community Justice Centres NSW Training Course	☼	25	13.6
Unifam Mediation Training Course	☼	19	10.3
Relationships Australia Mediation Training Course	☼	17	9.2
Conflict Resolution Network Professional Skills Course	■	15	8.2
ACDC Training Course (various)	■	14	7.6
CDR Associates Training Course (Australia and USA)	⌚	13	7.1
LEADR Mediation Training Course	■	11	6
Bond University Mediation Training Course	⌘	9	4.9
UTS Training Course	⌘	6	3.3
Family Court Training Course	☼	5	2.7
Harvard University Course	⌚	5	2.7
CJP Training Course	☼	4	2.2
Legal Aid Commission (NSW) Training Course	↗	4	2.2
Centre for Dispute Resolution Training Course	⌘	3	1.6
Law Society (NSW) Training Course	⌚	3	1.6
SA University Courses	⌘	3	1.6
Law Society Advanced Mediation Skills Training Course	⌚	2	1.1
Macquarie University Diploma in Conflict Resolution	⌘	2	1.1
Macquarie University Post Graduate Diploma	⌘	2	1.1
Workplace Skills Course	○	2	1.1
ACCORD Training Course	■	1	0.5
Citizens Advice Bureau Mediation Service	☼	1	0.5
Conflict Resolution Service (ACT) Training Course	☼	1	0.5
Divorce Mediation Institute USA	⌚	1	0.5
EPA USA	⌚	1	0.5
Graphic Guides USA	⌚	1	0.5
Henderson and Power WA	○	1	0.5
Human Rights Commission Training Course	↗	1	0.5
John Haynes Divorce Mediation Training Course	⌚	1	0.5
Judith Ryan Training Course	○	1	0.5
Justice Institute of British Columbia	⌚	1	0.5
Juvenile Justice Conferencing Course	☼	1	0.5
LLM majoring in Dispute Resolution)	⌘	1	0.5
M Ashford Course	○	1	0.5
NSW Police Course	↗	1	0.5
TAFE (NSW) Course	⌘	1	0.5
University of Western Sydney	⌘	1	0.5
not applicable	☒	2	1.1
numerous	☒	1	0.5
no response		0	0

mediation services courses

☼ = 73 (39.7%)

ADR organisations courses

■ = 41 (22.3%)

University/TAFE based courses

⌘ = 28 (15.2%)

USA/Canada (origin or based) courses

⌚ = 23 (12.5%)

public sector agencies (non-ADR specific) courses

↗ = 6 (3.3%)

law organisations course

⌚ = 5 (2.7%)

other miscellaneous courses

○ = 5 (2.7%)

other responses

☒ = 3 (1.6%)

TOTAL RESPONSES = 184

How many years have you been engaged in ADR?

<i>years</i>	<i>total</i>	<i>%</i>
1	6	
2	1	
3	10	
4	4	
5	13	
6	6	
7	8	
8	6	
9	2	
10	4	
11 - 15	6	
15 - 20	4	
>20	0	
no response	3	
0 years	3	

TOTAL = 76

2 no responses missing? - David

If you are engaged in ADR is it:

<i>method of practice</i>	<i>total</i>	<i>%</i>
as a private practitioner	29	24.2
with a public sector/government agency	40	33.3
with a private sector organisation/business	14	11.6
with a non-profit agency	28	23.3
no response	9	7.5

TOTAL RESPONSES = 111

Of 69 respondents (eg 78 - 9)

42 % are engaged as a private practitioner

57.9 % are engaged with a public sector/government agency

20.3 % are engaged with a private sector organisation/business

40.5 % are engaged with a non-profit agency

111 responses for 69 respondents = average of 1.6 employers for each respondent

How many years have you been a member of ADRA?

<i>years</i>	<i>total</i>	<i>%</i>
1	10	
2	5	
3	9	
4	15	
5	9	
6	6	
7	5	
8	4	
9	4	
10	7	
no response	3	

TOTAL = 77 (1 missing)

*Peter 8 responses - 2 missing*

*Maureen 11 responses - 1 extra*

Are you a member of any other dispute resolution organisations?  
If so which one/s?

<i>organisation name</i>	<i>total</i>	<i>%</i>
LEADR	13	13.7
CRN	8	8.4
AIFLAM	5	5.3
Academy of Family Mediators USA	4	4.2
ACDC	2	2.1
Institute of Arbitrators	2	2.1
Law Society	2	2.1
Mediate Today	2	2.1
SPIDR USA	2	2.1
ARDR QLD	1	
Australian Institute of Training and Development	1	
Bar Association	1	
Conflict Resolution Centre Int. USA	1	
Family and Community Forum of WA	1	
MAV	1	
Mediation Association for Tasmania	1	
Mediation Association of Northern Territory	1	
Mediation Society of Queensland	1	
Medical Association for the Prevention of War	1	
Relationships Australia	1	
Tenancy Tribunal	1	
Unifam	1	
WADRS WA	1	
no	18	19
no response	23	24.2

TOTAL RESPONSES = 95

valid responses = 54

78 respondents - (23 no response + 18 no) = 37 respondents who nominated other organisations

37 respondents belong to average of 1.5 organisations in addition to ADRA

In what areas of ADR are you interested?

<i>areas of ADR</i>	<i>total</i>	<i>%</i>
family	60	16.4
workplace/employment grievance	55	15.1
community/neighbourhood	53	14.5
parent/adolescent	41	11.2
commercial	36	9.9
health/human services	34	9.3
building/development	30	8.2
school	27	7.4
environment	4	1.1
cultural/arts	2	0.5
farm debt	2	0.5
public sector/public policy	2	0.5
training	2	0.5
victim/offender	2	0.5
complaints against public authorities	1	
cross cultural	1	
gaol inmates	1	
international	1	
legal	1	
medical	1	
multi-party	1	
retail leases	1	
small civil matters	1	
wills/estates	1	
youth conferencing	1	
all	1	
not specified	1	
no response	1	

TOTAL RESPONSES = 364



## YOUR VIEWS ON ACHIEVING THE OBJECTS OF THE ASSOCIATION

**Develop, maintain and promote alternative dispute resolution standards and to achieve uniform national standards.**

Which of the following activities or projects should ADRA undertake?

activities	total	%
member support meetings	57	12.6
mentoring system for new ADR practitioners	56	12.3
ADR consultants register	55	12.1
development of a consumers guide	52	11.5
development of professional standards	51	11.2
co-mediation for new mediators	46	10.1
development of professional competencies	44	9.7
telephone assistance/advice service	44	9.7
professional supervision	37	8.1
brochure on available services	2	0.4
newsletter/keep newsletter going	2	0.4
accreditation re: training practice	1	
assist country area mediators	1	
directory of ..... mediators (willing to be observed for a fee)	1	
recognition of profession by .....	1	
research post ADR follow-up	1	
sponsor research	1	
training efforts = efficiency	1	
VETAB recognition	1	
no response		

Michelle ?  
David ?

Maureen ?

any explanation ?

TOTAL RESPONSES = 454

? Michelle - comment "ADRA should not have competition with agencies"  
- comment "referalls to agencies without bias"

↳ any explanation/more detail ?

**Provide and support education and research in the theory and practice of alternative dispute resolution.**

To what extent have these activities been of interest to you or satisfied your needs?

**USEFUL CONTENT**

<i>activity</i>	<i># yes</i>	<i>%</i>	<i># no</i>	<i>%</i>	<i># no resp.</i>	<i>%</i>	<i>total</i>
dinner meetings with speakers	30		5		23		58
evening meetings with speakers	29		5		23		57
lunch meetings with speakers	33		4		18		55
weekend seminars (half - 1 day)	23		1		24		48
weekend conferences	27		1		24		52
co-sponsored conferences	42		1		22		67
<i>total</i>	184		17		134		

\* some no responses presumably not recorded

**CONVENIENT TIME**

<i>activity</i>	<i># yes</i>	<i>%</i>	<i># no</i>	<i>%</i>	<i># no resp.</i>	<i>%</i>	<i>total</i>
dinner meetings with speakers	21		11		23		+ 1* 56
evening meetings with speakers	24		9		21		+ 1* 55
lunch meetings with speakers	27		15		18		60
weekend seminars (half - 1 day)	24		7		23		+ 1* 55
weekend conferences	22		7		21		50
co-sponsored conferences	38		4		20		62
<i>total</i>	156		53		126		

\* some no responses presumably not recorded

\* response "sometimes"

**CONVENIENT LOCATION**

<i>activity</i>	<i># yes</i>	<i>%</i>	<i># no</i>	<i>%</i>	<i># no resp.</i>	<i>%</i>	<i>total</i>
dinner meetings with speakers	22		13		22		57
evening meetings with speakers	23		13		21		57
lunch meetings with speakers	27		14		19		60
weekend seminars (half - 1 day)	19		10		24		53
weekend conferences	22		6		24		52
co-sponsored conferences	36		7		22		65
<i>total</i>	149		63		132		

\* some no responses presumably not recorded

How could the activities sponsored by ADRA be improved?

<i>suggestion</i>	<i>total</i>	<i>%</i>
regional events/regional rather than Sydney based/consider needs of country members to participate/outside of Sydney speakers and meetings eg ACT/ schedule workshops in non-NSW states/ nothing in WA	7	17
encourage membership to attend /promote higher participation/more active support by members	3	7.3
report on activities supplied to non-Sydney members /provide information to outside states eg tapes	3	7.3
co-sponsored conference/agency co-sponsoring of conferences (with streams)	2	4.9
extend geographic reach	2	4.9
inform/invite other than ADRA members	2	4.9
more careful selection of relevant and experienced speakers in some cases (not generally a problem) eg in Law Week 1995 one of the speakers had no credibility and the engagement of this speaker caused at least one former member ADRA member to decline to renew membership as a 'protest'/check presentation of keynote speakers eg Folberg workshop at FAMCON '95 extremely poor	2	4.9
more lunch time meetings with speakers/lunch time activity	2	4.9
advanced skills work	1	
begin Brisbane/South East Queensland branch	1	
cost factor important to part time mediators	1	
extend focus to international	1	
forum for future of ADRA	1	
group the talks (eg number of speakers on an evening/afternoon)	1	
higher standard of speakers	1	
in-depth content/focus	1	
invite topics from members	1	
liaise with state forums to provide and support lectures etc for remote areas	1	
marketing members services	1	
more communication	1	

<i>suggestion continued</i>	<i>total</i>	<i>%</i>
more regular calender of events	1	
newsletter to exchange information with others practitioners on common problems and solutions	1	
referral service	1	
since joining ADRA I have not been advised of any ADRA activities (1 year)	1	
telephone recorded service	1	
weekend activities difficult for working parents	1	
no response	4	

TOTAL COMMENTS = 41

In the next 1 - 2 years I would like to attend.....

<i>activity</i>	<i># 1</i>	<i>%</i>	<i># 2</i>	<i>%</i>	<i># 3</i>	<i>%</i>	<i># other</i>	<i>%</i>
quarterly dinner meetings	7		6		5		24	
early evening meetings	16		7		9		20	
bi-monthly weekday lunch seminars	14		5		6		20	
half day weekday training seminars	3		7		11		21	
half day weekend training seminars	13		9		12		15	
annual conferences	21		13		8		20	
bi-annual conferences	8		12		7		20	
annual picnic	1		1		1		25	
no response = 6	TOTALS		83	60	59		145	

\* some 'other' choices not recorded eg David

<i>activity</i>	<i>total all</i>	<i>%</i>	<i>total 1-3</i>	<i>%</i>
quarterly dinner meetings	42	11.4	18	8.7
early evening meetings	52	14.2	32	15.5
bi-monthly weekday lunch seminars	45	12.3	25	12.1
half day weekday training seminars	42	11.4	21	10.2
half day weekend training seminars	49	13.4	38	18.4
annual conferences	62	16.9	42	20.3
bi-annual conferences	47	12.8	27	13.1
annual picnic	28	7.6	3	1.5

What topics or issues are you most interested in?

<i>suggestion</i>	<i>total</i>	<i>%</i>
skills/skills development/training workshops/opportunities for enhanced training	10	10.8
family mediation/family and divorce mediation	9	9.7
workplace mediation/disputes/workplace conflict resolution	7	7.5
ethics/mediator ethics	4	4.3
promoting use of ADR/education of society and legal professionals of validity and efficacy of conflict resolution methods/increasing awareness of mediation	4	4.3
accreditation/accreditation of mediators ( <i>?Alan</i> )	3	3.2
cultural diversity/cultural diversity and ADR	3	3.2
general topics/wide range	3	3.2
coal face experience of speakers and how problems arising are handled/'war story' presentations	2	2.2
commercial and construction disputes/planning and development disputes	2	2.2
cultural factors in mediation/mediation within different cultures	2	2.2
environment	2	2.2
interpersonal relationships	2	2.2
models of practice	2	2.2
multi-party disputes/mediation	2	2.2
parent-adolescent conflict	2	2.2
what ADR groups are doing/trends	2	2.2
ADR practice and philosophy	1	
advocacy	1	
attitudinal change, creative thinking and learning ADR ( <i>?seperate Maureen</i> )	1	
changes in Family Law Act	1	
child related issues/especially youth issues	1	
community disputes	1	
conflict analyses	1	
CR spread to traditional institutions	1	
dealing with people who are selfish and greedy	1	

<i>suggestion continued</i>	<i>total</i>	<i>%</i>
de-facto, pre-nuptial and co-habitation	1	
discounts for attending training courses	1	
discrimination	1	
dispute system design	1	
divorce mediation effects on children, mothers and fathers and the role of mediation	1	
education	1	
facilitation	1	
financial issues	1	
help to determine underlying issues	1	
information on ongoing development and activities	1	
intake and administration	1	
insurance	1	
law for non-lawyer mediators	1	
mediation in public sector organisations	1	
mediation with same sex couples	1	
new types of process	1	
people in mediation	1	
research paper on paradoxical situations and ADR	1	
shuttle mediation methods	1	
supervised practice mediation skills	1	
supervisor training	1	
use of mediation to prevent family breakdown	1	
youth conferencing	1	
no response	4*	

TOTAL SUGGESTIONS = 93

\* some no responses presumably not recorded

NOTE: WHERE IT APPEARED THAT A COMMENT COVERED TWO DIFFERENT ISSUES HAVE SEPERATED AND RECORDED SEPERATELY

I would support the following types of initiatives.....

<i>initiatives</i>	<i>total</i>	<i>%</i>
research grants for general ADR research	47	
commissioning research papers/essays	43	
student scholarships/awards	29	
assistance identifying student placements	27	
awards recognising excellence in ADR	27	
accreditation by ADRA	1	
focus on community work	1	
initiatives to promote ADR	1	
programs to reduce competitiveness of practitioners (? Maureen)	1	
promotion of members	1	
mainstreaming ADR in tertiary courses	1	
mediation practice	1	
information on recent research	(?# Stella)	
practice to develop special skills	(?# Stella)	
no response	6	

TOTAL RESPONSES = 180 *total subject to confirmation from Stella*

***To print, publish and circulate all manner of information pertaining to the education and facilitation of alternative dispute resolution.***

To what extent have you read the newsletter?

<i>amount of newsletter read</i>	<i>total</i>	<i>%</i>
read all or nearly all of the articles	38	44.2
read most of the articles	20	23.3
read a couple of the articles	13	15.1
rarely read the newsletter	1	1.2
put it aside and refer back to it later	14	16.2
no response	4	

TOTAL RESPONSES = 86

I would support the following types of initiatives.....

<i>initiatives</i>	<i>total</i>	<i>%</i>
research grants for general ADR research	47	
commissioning research papers/essays	43	
student scholarships/awards	29	
assistance identifying student placements	27	
awards recognising excellence in ADR	27	
accreditation by ADRA	1	
focus on community work	1	
initiatives to promote ADR	1	
programs to reduce competitiveness of practitioners (? Maureen)	1	
promotion of members	1	
mainstreaming ADR in tertiary courses	1	
mediation practice	1	
information on recent research	(?# Stella)	
practice to develop special skills	(?# Stella)	
no response	6	

TOTAL RESPONSES = 180 *total subject to confirmation from Stella*

***To print, publish and circulate all manner of information pertaining to the education and facilitation of alternative dispute resolution.***

To what extent have you read the newsletter?

<i>amount of newsletter read</i>	<i>total</i>	<i>%</i>
read all or nearly all of the articles	38	44.2
read most of the articles	20	23.3
read a couple of the articles	13	15.1
rarely read the newsletter	1	1.2
put it aside and refer back to it later	14	16.2
no response	4	

TOTAL RESPONSES = 86

What do you think of the newsletter?

<i>comment</i>	<i>+/-/c</i>	<i>total</i>	<i>%</i>
useful information/ useful content/useful for information on activities, current thinking and issues	+	16	20.3
very good information/very informative/very good for current information	+	12	15.2
good	+	8	10.1
good national coverage/good reference on activities in other states/very helpful keeping up with ADR in other states/open to broad community beyond central Sydney	+	7	8.9
layout squashed/presentation poor/print too small/layout is appalling and contributes to my lack of drive to read it	-	6	7.6
fantastic/excellent	+	4	5.1
well presented and informative/informative	+	3	3.8
boring	-	2	2.5
produce more regularly	c	2	2.5
essential for maintaining contact with members/useful contact point	+	2	2.5
enjoy reading it/enjoy content and simple format	+	2	2.5
arrives to late to attend listings (postcode 2071)	-	1	
good summaries of seminar topics	+	1	
insular and cliqueish	-	1	
longer articles are verbose	-	1	
more 'human 'content	c	1	
more 'topicality'	c	1	
need input from wider sources and broader topics	c	1	
never received a copy in 1 year as member	-	1	
not always relevant	-	1	
not scholarly enough and also more practice wisdom	c	1	
sometimes good and sometimes bad	+/-	1	
tiresome advertisements for RA training courses (free) and bulky fliers	-	1	
WA excluded	-	1	
would like to see wider participation by private agencies	c	1	
want articles on why ADR works and how ordinary people practice and benefit from ADR	c	1	
no response		7	

TOTAL COMMENTS = 79

+ comments = 55 (69.6%) - comments = 15 (19%) +/- comments = 1 (1.3%) constructive comments = 8 (10.1%)

Which of the following newsletter features would you like to see?

<i>features</i>	# 1	%	# 2	%	# 3	%	# other	%
cover story	52		14		6		1	
letters to the editor	16		6		19		18	
a note from overseas	14		31		12		7	
profile	4		14		19		18	
communication research	1							
information on new members	1							
NSW issue as well	1							
research reports	1							
spread of use of ADR	1							
training information/information on upcoming seminars	1		1					
book review			2					
developments in Australia			1					
trends			1					
updates from agency providers			2					
case histories/interesting unusual cases/successful mediations					1		3	
farm debt mediation					1			
newsletter on disk (?# Stella)								

no response = 1

Would you tolerate a small amount of advertising in the newsletter?

<i>response</i>	<i>total</i>	<i>%</i>
yes	58	76.3
no	18	23.7
no response	2	

COMMENT:

"especially low rates so not only lawyers advertise"

I would welcome the following publishing and promotion initiatives?

<i>suggestions</i>	<i>total</i>	<i>%</i>
a consumer guide to mediation	64	
occasional papers	59	
a 'what is mediation' pamphlet to educate the community	58	
a membership pamphlet to attract new members	47	
an annual report	33	
information to general community	1	
schools education kit	1	
updates	1	
no response	5	

In what other ways should ADRA expand its role through the publication and circulation of "all manner of information pertaining to the education and facilitation of alternative dispute resolution"?

<i>comment</i>	<i>total</i>
ethnic and other media/pamphlets in community languages	3
information packages eg 'what is mediation'	2
speakers bureau (experienced ADR practitioners give free public to community groups) /to schools and TAFE's	2
accreditation of courses/trainers	1
ADRA note taking pad which could be used at a mediation session	1
annual report (comprehensive)	1
appoint a PR Co-ordinator and locate funds to target high risk area	1
circulate case studies	1
circulate outside ADR community	1
develop a lending library (by funding a holding within an existing facility)	1
directory of members with category of membership (eg Academy of Family Mediators)	1
documents available electronically	1
educate referral sources	1
education & participative research programs suitable for ADR needs of diverse communities	1
inexpensive practical annual training course	1
information on funding sources for ADR	1
list of educators/courses	1
lobby tertiary institutions under/post graduate studies in all aspects of ADR	1
material on very simple ADR processes	1
publish a 'whats on' list like Mediation UK which is interesting and avidly read by me	1
quarterly journal	1
training material produced	1
updated bibliography of books and articles on ADR	1
video	1
wider range of sources and topics	1
L Gov. Ass. Public Library Umbrella Assoc. Comm Activity Cent. Network ( <i>Alan is this one or several comments - can you expand please</i> )	1?
no response	9

Do you think the present ADRA logo is distinctive enough?

<i>response</i>	<i>total</i>	<i>%</i>
yes	57	87.7
no	9	13.8
no response	9	

COMMENT:

"misleading as ADRA not national umbrella organisation"

Should ADRA Inc. have a new logo or symbol?

<i>response</i>	<i>total</i>	<i>%</i>
yes	11	19
no	45	77.6
don't care	1	1.7
would depend on form	1	1.7
no response	17	

COMMENTS:

"make this better known"

"ask for suggestions"

"questioned whether ADRA Australia wide and suggested NSWDR and new logo"

Which of the following items would you purchase from an ADRA catalogue?

<i>items for purchase</i>	<i>total</i>	<i>%</i>
an ADRA diary	20	
an ADRA coffee mug	18	
a six-pack of ADRA pens	14	
an ADRA T-shirt	10	
an ADRA umbrella	7	
an ADRA mouse pad	6	
books on ADR/reference-instructional manual	2	
tie	2	
ADRA bill cap (?Maureen)	1	
carry bag	1	
car sticker	1	
cup and saucer	1	
post-it pads	1	
stationery	1	
anything	(?# Michelle)	
depends on price	1	
unlikely	1	
none	3	
no response	28	

**Enhance professional skills of mediators, conciliators and other practitioners in alternative dispute resolution and of administrators of alternative dispute resolution services.**

Which of the following options would best meet your needs for skill enhancement?

activity	# 1	# 2	# 3	# other	total	%	1-3	%
advanced mediation training	18	13	7	20	58		38	18.4
workshops	13	9	13	17	52		35	16.9
facilitation training	10	15	4	16	45		29	14.0
seminars	10	9	8	23	50		27	13.0
facilitated group discussion	7	11	15	17	50		33	15.9
selected readings circulated	6	3	4	24	37		13	6.3
observing simulated mediations	5	5	9	23	42		19	9.2
coached role plays	3	3	5	28	39		11	5.3
observing real mediations	1				1		1	0.5
skills modules class/correspondence		1			1		1	0.5
addresses by skilled mediators				1	1			

Invalid Response = 1 No Response = 2

some other choices not recorded

What time would suit you best to attend training activities?

activity	# 1	%	# 2	%	# 3	%	# other	%
weekday evening - lasting 2 hours	29		8		7		15	
weekend - lasting one day	18		21		24		3	
weekend - lasting one morning	13		30		17		4	
weekend - lasting two days	9		2		9		25	
three days	1							
weekend - pm	1						1	
working hours	1							
weekday - 2 hours			1					
weekend - one afternoon			1					
by correspondence					1			
weekday - half day					1			
weekday							1	

no response = 7

Which of the following skills do you see as most important to administrators of ADR services?

<i>activity</i>	# 1	%	# 2	%	# 3	%	# other	%
intake skills	21		6		14		17	
promotional skills	14		15		6		17	
staff management skills	12		14		16		16	
administration skills	11		21		9		15	
clinical supervision skills	5		7		13		29	
ADR practitioner			1					
policy knowledge			1					
mediation skills/ability					2			
advertising skills					1			
interpersonal skills					1			
lobbying					1			

no response = 8

COMMENTS:

"can't answer" = 1

"all important" = 1

"don't know" = 1

Which of the following development options would enhance administrators' skills?

<i>development option</i>	<i>total</i>	<i>#</i>
experience in the field in which they operate	60	
meetings with other administrators to share skills etc	54	
qualifications from an academic or other institution	27	
other appropriate unpaid experience	1	
meeting with disputants	1	
people skills	1	
placements	1	
workshops	1	
don't know	1	
no response	3	

**To make representations in the interests of all members of the Association in all matters affecting or concerning the Association and the resolution of disputes by alternative dispute resolution.**

On what issue/s would you like to see ADRA make representations in the next year or in the next two years?

no.	issues	total	%
	ACCREDITATION AND STANDARDS OF PRACTICE	23	37.0
	standards of practice/standards/professional accountability	7	
1	accreditation process	5	
2	professional standards of mediation agencies	2	
3	"approved mediator" status for private mediators <i>Michelle</i>	1?	
	accreditation of mediators	1	
4	accreditation scheme	1	
	ensure practitioners apply basic principles eg confident	1	
	maintain creative approach to mediation	1	
5	national body standards of practice	1	
6	professionalism in ADR	1	
7	standards and accreditation <i>Michelle</i>	1?	
8	standards for industry accreditation of mediators	1	
	CONSUMER ISSUES	4	6.4
	affordable cost for users	2	
	consumer information and protection	1	
	consumer protection	1	
	FUNDING ISSUES	6	9.7
	federal funding guidelines	2	
	improved/increased funding	2	
	funding for state ADR services	1	
	provide financial assistance to obtain mediation service	1	

<i>no.</i>	<i>issues continued</i>	<i>total</i>	<i>%</i>
	INDUSTRIAL ISSUES	4	6.4
	more work for mediator pool	2	
	pay and conditions/IR for mediators	1	
1	reduce disparity in wages between court admin and commercial mediation	1	
	INTEGRITY ISSUES	4	6.4
	guard against hijacking by vested interests	2	
	keep mediation open to non-lawyer mediators stop lawyers hijacking	2	
	LEGISLATION ISSUES	5	8.1
1	Farm Debt Mediation Acts	1	
2	greater legislative provision for mediation in areas of dispute (eg Rental Bond Board Matters)	1	
3	pre-nuptial co-habitation agreements legislation federal Attorney-General	1	
4	regulation of Family Law Reform Bill and standards for private mediators	1	
5	restraint by legislation in attempting to practice ADR procedures	1	
	ORGANISATION ALLIANCE ISSUES	2	3.2
	co-operation/affiliation with LEADR, ACDC etc.	1	
	establish national association of mediators	1	
	PROMOTIONAL ISSUES	10	16.1
	general community promotion of mediation	3	
	ADR/CR spread to institutions etc.	2	
1	community education media campaign by state and federal A-G's	1	
	funding for promotion of ADR	1	
2	generally promoting mediation		
	improve workplace relationships through ADR	1	
3	promotion of ADR by government to community and target groups	1	
	MISCELLANEOUS ISSUES	4	6.4
	sufficient training for solo mediators in private practice	2	
	domestic violence	1	
1	embryo legal disputes referred to ombudsman, MP's, press, media etc.	1	
	no response	16	

TOTAL ISSUES LISTED = 62

## Why?

<i>no.</i>	<i>comment</i>	<i>total</i>	<i>%</i>
	ACCREDITATION AND STANDARDS OF PRACTICE		
1	to maintain high standards	1	
2	accountability and quality control/concern that some mediators are practising poor standards	2	
3	equality and enhance 'mediator' as a profession	1	
4	generally there is no quality control nor monitoring of whether what is occurring is classic mediation or some sort of settlement process which passes for mediation (particularly among certain lawyers and increasingly the numbr of ex-judges who are cashing in)	1	
5	national body important for co-hesion and co-operation	2	
6	ensure quality of service especially in government/court supported schemes	1	
7	play a 'drawing together' role of all the groups develop standards	1	
8	very important for professional recognition of community mediation	1	
	INDUSTRIAL ISSUES		
1	its too big		
	LEGISLATION ISSUES		
1	need for non-lawyers	1	
2	will reach more people and become mainstream	1	
3	not all marry, other cultures have it, short term relationships eg gays	1	
4	to ensure quality control for consumers of mediation by private practitioners	1	
5	need for flexibility and need to adapt to fit dispute and personalities	1	
	PROMOTIONAL ISSUES		
1	to encourage use of ADR in broader sense rather than use coersive measures (legal)	1	
2	to increase acceptance	1	
3	because lack of awareness of ADR in community	1	
	MISCELLANEOUS ISSUES		
1	best resolution method to prevent 'flare-up'	1	

no.	comment	total	%
	COMMENTS NOT LINKED TO ISSUES RAISED *		
	attitude of government funding re quality <sup>and</sup> of adequacy	2	
	develop initiatives/assist with CR	2	
	professionalism and co-ordination	2	
	remove ignorance re what is/how available	2	
	VETAB competencies - national	2	
	what is the agreed minimum standard of training	2	
	integrity of ADR processes at risk	1	
	no response	7	

\* David is it possible (necessary/ desirable to match up these comments with issues on pp 23-24?

## YOUR PREFERENCES FOR MEMBER SERVICES

What additional member services would you be interested in or support?

<i>services</i>	<i>total</i>	<i>%</i>
discounts on publications/journals	49	
improved access to the ADRA library	40	
a copy of the library catalogue	49	
library borrowing rights at University libraries	30	
Literature Search Service	25	
a speakers bureau	37	
accommodation discounts	31	
a register of potential hosts/billets	17	
theatre/film evenings	10	
life membership of ADRA	14	
reciprocal membership rights with other orgs.	38	
internet	2	
information on disk	1	
national association	1	
no response	5	

## FEES

Would you be prepared to pay more than the current fee of \$45.00 per annum to see this happen?

### COMMENT

"don't get anything out of it except newsletter because rural"

<i>response</i>	<i>total</i>	<i>%</i>
yes	57	
no	16	
no response	3	

If yes, how much would you be prepared to pay?

### COMMENT

"\$100 if services provided"

"\$100 including amount directed to a national association"

"\$100 if plans are realised"

"unsure"

<i>fee</i>	<i>total</i>	<i>%</i>
\$ 46 - 49	4	
\$ 50 - 54	12	
\$ 55 - 59	5	
\$ 60 - 64	14	
\$ 65 - 69	2	
\$ 70 - 74	2	
\$ 75 - 79	4	
\$ 80 or more	8	
no response	8	

## ANY OTHER COMMENTS?

comment	category	#	total
Congrats. on survey	SURVEY RELATED	DR.	1
Congratulations to the hard working people who organised this survey	SURVEY RELATED	MB	1
excellent first step to adding to value of ADRA membership	SURVEY RELATED	MC	1
may have been interesting if respondents had been asked how many mediations undertaken & full/part time/regular involvement in mediation/ADR	SURVEY RELATED	AMSD (9)	1
has ADRA been hijacked by commercial mediators - no other <del>association</del> association has increased fees annually	PROFIT/COST RELATED	AMSD	1
objects to publications re-selling training - not his/her idea of member support	<del>PROFIT/COST RELATED</del>		
try to make activities generate profit and keep membership cost low just to cover newsletter cost :	PROFIT/COST RELATED	Peter	1
user pay best funding method	PROFIT/COST RELATED	MC	1
keep subscriptions low - provide special services which members pay for especially advertising their services	PROFIT/COST RELATED	MC	1
co-ordination of various training courses for agreed standards	TRAINING	DR	1
attended workshops/seminars since 1985	TRAINING	MB	1
good to professionalise organisation ADRA could provide leadership	MEMBERSHIP/GENERAL	MC	1
I am very disappointed in the time taken to confirm my application for membership & that I have never received any newsletters etc. from ADRA - I will only renew my subscription if there is any value being	MEMBERSHIP/GENERAL	AMSD	1
standard proforma protocols amongst mediators, to ensure follow-up and feedback to sender	PROFESSIONAL ISSUE	SS	1 ?
living in another state influences survey responses	OTHER STATES	DR	1 ?

