

## Enquiries Survey November 2011

Over 300 individuals were invited via e-mail to complete the online survey. The questions were split into three sections: About Our Courses, Our Website and About Yourself.

### About Our Courses

Our website ([www.scmc.sacro.org.uk](http://www.scmc.sacro.org.uk)) appears to be the most popular way by which you have heard of us at 33%, followed by newsletter or bulletin at 25%. The majority of you (58%) had a professional interest in mediation, followed by personal, then for career development. We asked you both *what you like* and *what you don't like about the courses we have on offer*. Many of you commented on the experienced trainers whilst on the second question several highlighted the cost of our courses as being the one thing you don't like. In 2011 we have received accreditation under the ILA Scotland regulations and as such our two-day Handling Conflict Constructively course can now be part-paid by ILA vouchers subject to terms and conditions - see <http://www.ilascotland.org.uk/ILA+Homepage.htm> for further details of the ILA Scotland scheme.

### About Our Website

Most of you **visited our website in the past year** every few months (75%), whilst this is heartening we plan in 2012 to develop new pages and create new items that will, we hope, make you want to visit our website regularly. Many of you appreciated both *the updates* and the *clarity/layout of the website* and two of you asked for new sections to be added to the website - a practice forum for mediators and a section on becoming a mediator and working/volunteering as a mediator. We have taken these suggestions on board; there is a forum for sponsored community mediators already in place which requires signposting more clearly and the latter suggestion we intend to build into our plans for 2012.

### About Yourself

Your responses indicated that the majority of you worked in the voluntary sector, followed by local government.