

## Participants Survey November 2011

Over 700 individuals were invited via e-mail to complete the online survey. The questions were split into three sections: Your Training with SCMC, Our Website and About Yourself.

### Your Training with SCMC

The level of satisfaction with our customer service was very high - we asked how you rated the following:

**Handling of enquiry** - over 86% were either completely or highly satisfied

**Response speed + reliability** - again at 88% a high percentage either completely or highly satisfied

**Arrangements on day** - 88% either completely or highly satisfied

**Ease of booking** - 85% either completely or highly satisfied

**Clarity of pricing** - 95% of respondents were completely satisfied, highly satisfied or satisfied.

We also asked the relative importance of several factors when choosing one of our courses. The **experience of our trainers** and **accreditation of course** came out highest whilst having an **easy to get to venue** was important to many of you. Some of your comments were: "The trainer - x - was very knowledgeable, approachable and delivered the course at a relaxed efficient pace." and "...very satisfied with all aspects of training"

When asked **Would you recommend our courses?** 97% of respondents said Yes which is good news and a clear indication of the value the respondents place on our training.

### Our Website

Most of those who responded visited our website occasionally - disappointing in some ways but showing that the development work planned for 2012 is needed and will, we hope, encourage you all to visit it more frequently. Amongst subjects suggested to be added to our website was a forum where mediators can discuss and/or seek advice together with community mediation vacancies across Scotland. There is a forum available for practising mediators who are sponsored by a community mediation service - for more information please contact us, clearly this needs better signposting, and the suggestion of adding vacancies to the website will be taken forward to the planning stage for the website in the new year.

### About Yourself

The majority of you work in the local government sector, followed by the voluntary sector.

### And finally - the chocolates!

The winners of the two boxes of chocolates were **R Weiss** and **C McKendrick** Congratulations to them and thanks to all who took the time to respond to our surveys.