MEDIATION
RECORD-KEEPING REQUIREMENTS

Record-keeping Requirements

The Program will maintain records that reflect the utility of the Program, including but not limited to:

- The number of requests for assistance received.

- The subject matter of the complaints or requests.

- The number of conflicts and disputes resolved by conflict coaching, mediation, facilitated conversations, and referral.

- The satisfaction with the Program as indicated on a voluntary evaluation form.

The Program will conduct an analysis of this data each year. The purpose of the analysis is to evaluate the impact of the Program at UCI, to identify patterns or trends, and to make recommendations for the improvement of the Program to the Vice Chancellor and Chief Human Resources Officer.

UCI Human Resources