

## Instructions for Mediation Information System

In an effort to support and advance the field of alternative dispute resolution, it is critical that information regarding the mediation services provided to the courts be added to our database. This information, once translated into reports that describe the value of mediation to the courts, litigants and the state, is used to support additional requests for funding. In addition, this data may better inform the Judicial Council of Virginia, as policy decisions are made related to alternative dispute resolution in Virginia. This information may also be instructive to the dispute resolution community in Virginia and around the country.

In order to capture relevant data for purposes of creating informational reports, the Mediation Information System (MIS) has been developed by the Department of Judicial Information Technology of the Office of the Executive Secretary on the Internet. This MIS program can be found on the Supreme Court of Virginia's home page at [www.courts.state.va.us](http://www.courts.state.va.us). (Click on "Mediation" under the Programs and Services heading, then scroll to the bottom of the mediation page and click on "Mediation Information System." While the entry of data into this system is not mandatory for non-contract mediators, we request your support of our effort to capture information that will ultimately benefit the entire ADR community. If you hold a mediation contract with the Office of the Executive Secretary, you are required to enter all cases and sign a statement on each invoice certifying that the case data has been entered in the MIS.

The data sought is straightforward and will not violate the confidentiality requirements protecting mediation. If all data elements are not completed, a mediator will not be able to submit the information. A few questions are optional and some have a default answer. If an error is made in entering data, or a question is skipped over, the system will identify the problem. An extensive "Help" link is available for assistance in completing the questions asked. If a Community Mediation Center or other organization would like to enter data following court-referred mediations on behalf of volunteers or staff that will be acceptable. This system will not be used in and of itself to track the work of individual mediators.

It is our desire that the MIS system be easy to use and understand. As comprehensive data is entered into the system, the reports generated will enable the Office of the Executive Secretary to provide persuasive data to the judiciary, bar, and legislature regarding the effectiveness of mediation. Thank you for your support of mediation.

### TO ACCESS MIS

1. Go to the Supreme Court home page: [www.courts.state.va.us](http://www.courts.state.va.us).
2. Under Programs and Services, select the "Mediation" link to get to the DRS home page.
3. Select the "Mediation Information System" link (or button).
4. The system will prompt you for a User Name and Password.

Your **User Name** consists of the first two letters of your last name (in **upper case** letters) followed by the last four digits of your social security number. For example, if your last name is Smith, and your social security number is 123-45-6789, then your User Name would be: **SM6789**

Notice that the letters are capitalized and that there are no spaces between the letters and numbers.

Your **Password** consists of your first name, as it is stored in the DRS database, in **upper case** letters. For instance, if your first name is Carol, then your Password will be: **CAROL**

If your first name, as stored in the DRS database, includes punctuation and/or spaces, your Password will have the same punctuation and spaces. For instance, if your first name is stored as J. Keith, then your Password will be: **J. KEITH**

In this example, since there is a period after the J and then a space, then your Password must have a period and a space in the same places. If you don't type in the punctuation or spaces, the system will not let you in.

If you are unsure exactly how your name appears in the DRS database, please call Melanie Rinehults at 804-371-6065 for help.

5. After typing your User Name and Password, click the "OK" button to submit. If the system does not let you in, try again—perhaps you mistyped something.
6. Once you have successfully entered your User Name and Password, you will be in the system and may begin answering the questions listed on the form.

If you are referred a case to mediate, but it does not take place due to a no show or scheduling issues, it is still be beneficial to us for you to provide information regarding the case. In such an instance, you would not need to answer the question related to date of first mediation session; simply leave the default value. In response to the question on length of mediation, please check the "0-2-time block." You may also skip over the date-concluded question. You will notice that the default remains in the date fields so that your report will be accepted by the system. If you have any questions as you are entering data, please do not hesitate to call the DRS office for assistance.