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All of us are facing unique challenges

Online Dispute Resolution (ODR) is being proposed as a way we can continue to resolve disputes in this environment.

But where do we even start?
Can you really effectively mediate and arbitrate disputes without meeting the parties in person?
Who is using ODR already?

Where?
Is it reasonable to start with Zoom?
How can you design ODR systems that are effective? What disclosures and ground rules need to be established before you start an ODR process?
What are some of the differences between mediating via video conference, audio conference, and through text-based communication?
How can you leverage technology to up the efficacy level of your mediation processes? What new capabilities does ODR bring to mediators?
Can ODR really provide a fair process to both parties? What if one party is comfortable with technology and the other is not?
Do we need new guidelines and ethical principles to govern the use of technology in dispute resolution?
What technology will you create or adopt for your ODR system?

What will be your standards/ethical principles?
https://icodr.org/standards/

International Council for Online Dispute Resolution

Accessible, Accountable, Competent, Confidential, Equal, Fair/Impartial/Neutral, Legal, Secure, and Transparent.

Co-Chair, ABA ODR Standards Task Force
Where can we go for ideas? Guidance?

NCTDR – National Center for Technology and Dispute Resolution [www.odr.info](http://www.odr.info)

Almost 100 ODR providers - [http://odr.info/provider-list/](http://odr.info/provider-list/)

At least 53 courts - [http://odr.info/courts-using-odr/](http://odr.info/courts-using-odr/)

Web Content Accessibility Guidelines
[https://www.w3.org/WAI/standards-guidelines/wcag/](https://www.w3.org/WAI/standards-guidelines/wcag/)

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