**Online Dispute Resolution: State of the Art**

Final Writing Assignment

Due Friday October 15, 2021 by 5pm (email to rulecol@yahoo.com)

*Design your own ODR System/App*

In this essay, you will provide a detailed design for an online dispute resolution system aimed at addressing a particular volume of disputes. Pick a type of dispute you are interested in (e.g. family, workplace, environmental, victim-offender, commercial, privacy, intellectual property) and design some sort of technology system (e.g. an app, a website, or an online database) aimed at assisting the resolution of your chosen type of disputes.

I envision that your essay should probably cover some of the following topics:

1. Discuss the type of disputes your system is designed to address. Roughly how many are there per year, and in what geographic area do they arise? Are they high value or low value? Are they online, or offline? Do they cross jurisdictional boundaries? Are they emotional, or transactional? Do they arise between strangers, or between disputants with in-depth relationships? How are the disputes currently handled in the status quo – through the courts? What are the advantages and disadvantages of the current resolution approach?
2. Describe your envisioned ODR system. Is it online-only, or a hybrid of online and offline? What are the different types of users who will participate in the system (e.g. disputants, neutrals, administrators, case managers)? What data will you collect from participants? What are the phases and stages of your envisioned ODR process? What actions will they need to take as part of the flow? Walk the reader through the “happy path” resolution flow, in which things go as well as they could. Now discuss some of the complexities and difficulties that could arise in the resolution process, and how your system will respond to keep the participants on track.
3. Discuss how you would evaluate the success of your ODR system. What key performance metrics (KPIs) would you use to measure your system’s effectiveness? What advantages do you envision could be generated by moving the resolution process either partially or wholly online? What potential ethical concerns might arise as a result of the launch of your system?
4. Look out into the future a little bit. Do you think these cases will move online? What forces will impede that move? If they will move online, how long will it take for them to get there? How will the move online change the volume of cases and quality of resolutions in the future?

Length: 10 pages (double spaced or single spaced)