Measuring Participant Experience in ODR

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Defining ODR in this context

– Negotiation/mediation
– Text-based
– Asynchronous
Access

- Barriers
  - Cost/Time
  - Knowledge
  - Emotions
Justice
- Procedural
- Outcome
Measuring participant experience of access

- Cost and Time
- Access to advice/assistance
- Use of information
- Understanding of the process
- Comfort/Emotions
- Navigating to an outcome
Measuring participant experience of procedural justice

- No different from other processes
- Voice
- Respect
- Impartiality
- Transparency
Measuring outcome justice

- Does the resolution reflect parties’ needs?
- Was there pressure to reach agreement?
- Does the resolution work?
  - Enforcement actions
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