Measuring Participant Experience in ODR

Jennifer Shack
Resolution Systems Institute
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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Jennifer Shack
jshack@aboutrsi.org