

Amy J. Schmitz

Elwood L. Thomas Missouri Endowed Professor of Law
University of Missouri School of Law

SSRN: http://papers.ssrn.com/sol3/cf_dev/AbsByAuth.cfm?per_id=522704#show1303691
Consumer Outreach Nonprofit Website and App: <http://myconsumertips.info>

University of Missouri School of Law, Columbia, MO

Elwood L. Thomas Missouri Endowed Professor of Law, July 2016 to present

- *Courses taught:* “AI, Data Analytics and the Law”, Contracts; Lawyering, Dispute Resolution in the Digital Age; Consumer Empowerment service learning seminar; Arbitration; Comparative Dispute Resolution; Secured Transactions
- *Teaching innovation:* Created 4 new courses including service & collaborative learning
- *Student advising:* Co-advisor of Women’s Law Association; Advisor to student papers for Journal of Dispute Resolution and Law Review (2 recently published who also won awards)
- *Current research:* Online dispute resolution (ODR), especially as it relates to access to justice; cybersecurity; blockchain and smart contracts; technological disruption and artificial intelligence; service-learning and “humanizing” legal education; empirical studies

University of Colorado School of Law, Boulder, CO

Professor of Law, August 2011 to June 2016; Associate Professor of Law, July 2000 to August 2011 (granted tenure in 2007 and promotion in 2011)

Visiting Professor, Cape Town, South Africa, University of Missouri-Columbia Study Abroad Program (summer 2017); Oxford, England (summer 2008) and Paris, France (summer 2011), University of Colorado Law School Joint Program with University of San Diego (course: International Arbitration), Pepperdine Law School and Straus Institute, Malibu, CA (summer 2019) (Online Dispute Resolution)

Appointed Expert Consultant, Judicial Independence and Legal Empowerment Project, East-West Management Institute (in connection with USAID), Republic of Georgia (Nov. 2013).

Fulbright Specialist, named to the Roster after Peer Review (Dec. 13, 2019 – Dec. 13, 2023)

EDUCATION

University of Minnesota Law School, Minneapolis MN, J.D. 1995 *summa cum laude*

Order of the Coif; Minnesota Law Review Best Student Publication; 1995 NAWL Award; 1995 Most Promising Attorney Award; Minnesota Law Review: Research/Note and Comment Editor; Legal Writing Instructor; Law Forum President; Eighth Circuit Gender Fairness Task Force

Drake University, Des Moines, IA, B.A. Political Science/Spanish 1992 *summa cum laude*
Study abroad at University of Seville, Spain 1991; Phi Beta Kappa Honor Society

Online Teaching Foundations, University of Missouri-Columbia, Mizzou Online (2019).

Arbitration Training, American Arbitration Association, Chicago, IL, 2019; DeMars and Associates, CAP-Motors, online, 2018.

Certified Professional Mediation Training, University of Colorado at Boulder Office of Judicial Affairs, Student Mediation Services and Legal Alternatives Dispute Resolution Student Group, Mares-Dixon & Assocs., Boulder, CO, 2009.

PRIOR LEGAL EMPLOYMENT

Stoel Rives LLP, Seattle, WA (www.stoel.com)

- *Associate Attorney*, September 1998 to March 2000
- *Practice focus*: construction law, contract & commercial law, arbitration, mediation

Faegre & Benson LLP, Minneapolis, MN (www.faegre.com)

- *Associate Attorney*, September 1996 to August 1998; *Summer Associate*, 1994 and 1995
- *Practice focus*: construction law, commercial & contract law, government contracts, arbitration, mediation, seminar presentations, pro bono services

Hon. James B. Loken, Chief Judge of the U. S. Court of Appeals for the Eighth Circuit, Minneapolis, MN; *Judicial Law Clerk*, August 1995 to August 1996

PUBLICATIONS

Books and Book Chapters:

- Amy J. Schmitz and Colin Rule, *THE NEW HANDSHAKE: ONLINE DISPUTE RESOLUTION AND THE FUTURE OF CONSUMER PROTECTION*, (American Bar Association Section on Dispute Resolution 2017).
- Amy J. Schmitz (with Stipanowich, Golan, Folberg, and Reynolds, *RESOLVING DISPUTES: THEORY, PRACTICE AND LAW* (Aspen 2021).
- Amy J. Schmitz, *Enforcing Consumer and Capital Markets Law in the United States*, in *ENFORCING CONSUMER AND CAPITAL MARKET LAW – THE DIESEL EMISSIONS SCANDAL* (forthcoming 2020).
- Amy J. Schmitz, *Resolving a New Kind of Trade War Through ODR* in *THEORIES OF CHANGE FOR THE DISPUTE RESOLUTION MOVEMENT: ACTIONABLE IDEAS TO REVITALIZE OUR MOVEMENT* (John Lande, ed., 2020. Available at SSRN: <https://ssrn.com/abstract=3533324>).
- Amy J. Schmitz, *Preface, Considering Technology in Arbitration's Promise for Access to Justice*, in ____ (forthcoming 2020).
- Amy J. Schmitz, *Emphasizing Efficiency in the Digital Age*, in *DISCUSSIONS IN DISPUTE RESOLUTION: THE FORMATIVE ARTICLES* (Hinshaw, Schneider, and Cole, eds.) (Oxford Univ. Press, forthcoming 2020).
- Amy J. Schmitz and Jan Martinez, *ODR in the United States*, in *Online Dispute Resolution: Theory and Practice: A Treatise on Technology and Dispute Resolution* (Mohamed S. Abdel Wahab, Ethan Katsh and DANIEL Rainey Eds. 2020)
- Amy J. Schmitz, *Dangers of Digitizing Due Process*, in *TBD WITH CYBERJUSTICE LAB*, (forthcoming).
- Amy J. Schmitz, *Consumer Redress in the United States*, in *THE NEW REGULATORY FRAMEWORK FOR CONSUMER DISPUTE RESOLUTION*, 325-350 (Oxford Univ. Press 2016)
- Amy J. Schmitz, *Building Trust in Ecommerce Through Online Dispute Resolution*, in *RESEARCH HANDBOOK ON ELECTRONIC COMMERCE LAW*, 307-336 (Edward Elgar Publishing 2016)

- Amy J. Schmitz, *Building on OArb Attributes in Pursuit of Justice*, in *ARBITRATION IN THE DIGITAL AGE: THE BRAVE NEW WORLD OF ARBITRATION*, 182 – 208 (edited by Maud Piers, Christian Aschauer, Karl-Franzens, Cambridge University Press 2018).

Publications in Law Journals and Reviews:

- Amy J. Schmitz and Leah Wing, *Beneficial and Ethical ODR for Family Issues*, 59 *FAMILY COURT REVIEW* ____ (forthcoming 2021).
- Amy J. Schmitz, *Measuring “Access to Justice” in the Rush to Digitize*, 88 *Fordham L. Rev* 2381 (2020).
- Amy J. Schmitz, *Addressing the Class Claim Conundrum with Online Dispute Resolution (ODR)*, 2020 *J. OF DISPUTE RESOLUTION* (forthcoming 2020).
- Amy J. Schmitz, *Expanding Access to Remedies through E-Court Initiatives*, 67 *BUFFALO L. REV.* 101-173 (2019).
- Amy J. Schmitz and Colin Rule, *Online Dispute Resolution for Smart Contracts*, 2019 *J. OF DISPUTE RESOLUTION* 203 – 125 (2019).
- Amy J. Schmitz, *A Blueprint for Online Dispute Resolution System Design*, 21 *NO. 7 J. INTERNET L.* 3 – 11 (2018).
- Amy J. Schmitz, *There’s an “App” for That: Developing Online Dispute Resolution to Empower Economic Development*, 32 *NOTRE DAME J. L. ETHICS & PUB. POL’Y* 1 - 45 (2018); republished in Russian with permission at Эми Дж. Шмитц «Для этого есть приложение!» // Посредничество и примирение. Медиация и право. 2018. №1-2 (45). С. 6-51.
- Amy J. Schmitz & Colin Rule, *The New Handshake: Where We Are Now*, *INTERNATIONAL JOURNAL OF ONLINE DISPUTE RESOLUTION*, Vol. 3, No. 2, 2017, pp. 84-101.
- Amy J. Schmitz, *Remedy Realities in Business to Consumer Contracting*, 58 *ARIZONA L. REV.* 213-261 (2016).
- Amy J. Schmitz, *Secret Consumer Scores and Segmentations: Separating Consumer “Haves” from “Have-Nots,”*, 2014 *MICH. ST. L. REV.* 1411-1473 (2015).
- Amy J. Schmitz, *Introducing the “New Handshake” to Expand Remedies and Revive Responsibility in ECommerce*, 26 *UNIVERSITY OF ST. THOMAS L. REV.* 522-550 (2014).
- Amy J. Schmitz, *Females on the Fringe: Considering Gender in Payday Lending Policy*, 89 *CHICAGO-KENT L. REV.* 65-112 (2014).
- Amy J. Schmitz, *Sex Matters: Considering Gender in Consumer Contracts*, 19 *CARDOZO J. OF LAW & GENDER* 437-509 (2013) (reprinted with permission in *WOMEN AND THE LAW*, 625- 697 (Thomson Reuters 2014)(in print and electronic form)).
- Amy J. Schmitz, *American Exceptionalism in Consumer Arbitration*, 10 *LOY. U. CHI. INT’L L. REV.* 81-103 (2013).
- Amy J. Schmitz, *Ensuring Remedies to Cure Cramming*, 14 *CARDOZO J. OF CONFLICT RESOLUTION* 877-97 (2013).

- Amy J. Schmitz, *Building Bridges to Consumer Remedies in eConflicts*, 34.4 U. A. L. REV. 779, 779-95 (2012).
- Amy J. Schmitz, *Access to Consumer Remedies in the Squeaky Wheel System*, 39 PEPPERDINE L. REV. 279-366 (2012).
- Amy J. Schmitz, *Arbitration Ambush in a Policy Polemic*, 3 PENN STATE YEARBOOK ON ARBITRATION AND MEDIATION 52-92 (2011).
- Amy J. Schmitz, *Pizza-Box Contracts: True Tales of Consumer Contracting Culture*, 45 WAKE FOREST L. REV. 863-901 (2010).
- Amy J. Schmitz, *“Drive-Thru” Arbitration in the Digital Age: Empowering Consumers through Regulated ODR*, 62 BAYLOR L. REV. 178-244 (2010).
- Amy J. Schmitz, *Legislating in the Light: Considering Empirical Data in Crafting Arbitration Reforms*, 15 HARVARD NEGOTIATION L. REV. 115-194 (2010).
- Amy J. Schmitz, *Nonconsensual + Nonbinding = Nonsensical? Reconsidering Court-Connected Arbitration Programs*, 10 CARDOZO J. OF CONFLICT RESOL. 587-625 (2009).
- Amy J. Schmitz, *Curing Consumers’ Warranty Woes Through Regulated Arbitration*, 23 OHIO STATE J. ON DISPUTE RESOL. 627-686 (2008).
- Amy J. Schmitz, *Ethical Considerations in Drafting and Enforcing Consumer Arbitration Clauses*, 49 S. TEX. L. REV. 841-878 (2008) (also published by special request from the journal and with permission from South Texas Law Review in 8 ICFAI UNIVERSITY JOURNAL OF INTERNATIONAL BUSINESS LAW 24-52 (2009)).
- Amy J. Schmitz, *Dangers of Deference to Form Arbitration Provisions*, 9 NEV. L.J. 37-57 (2007).
- Amy J. Schmitz, *Consideration of “Contracting Culture” in Enforcing Arbitration Provisions*, 80 ST. JOHN’S L. REV. 123-72 (2007).
- Amy J. Schmitz, *Confronting ADR Agreements’ Contract/No-Contract Conundrum with Good Faith*, 56 DEPAUL L. REV. 55-106 (2006).
- Amy J. Schmitz, *Embracing Unconscionability’s Safety Net Function*, 58 ALA. L. REV. 73-117 (2006).
- Amy J. Schmitz, *Untangling the Privacy Paradox in Arbitration*, 54 KANSAS L. REV. 101-44 (2006).
- Amy J. Schmitz, *Mobile Home Mania? Protecting Procedurally Fair Arbitration in a Consumer Microcosm*, 20 OHIO STATE J. ON DISPUTE RESOL. 291-373 (2005).
- Amy J. Schmitz, *Refreshing Contractual Analysis of ADR Agreements By Curing Bipolar Avoidance of Modern Common Law*, 9 HARVARD NEGOTIATION L. REV. 1-74 (2004).
- Amy J. Schmitz, *Ending a Mud Bowl: Defining Arbitration’s Finality Through Functional Analysis*, 37 GA. L. REV. 123-204 (2002).

- Amy J. Schmitz, *Providing an Escape for Inner-City Children: Creating a Federal Remedy for Educational Ills of Poor Urban Schools*, 78 MINN. L. REV. 1639-71 (1994).

Other Scholarly and Trade Publications:

- Amy J. Schmitz (with Heather Scheiwe Kulp), *Real Feedback from Real People: Emphasizing User-Centric Designs for Court ODR*, DISPUTE RESOLUTION MAGAZINE | VOL 26, NO 2, pp. 6-12 (2020), also available at https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3615820.
- Amy J. Schmitz & Jeff Aresty, *A Rose by Any Other Name....Empowerment Through Identity*, Law360 (2018), at <https://www.law360.com/articles/1095148/blockchain-can-empower-stateless-refugees> (last visited Dec. 3, 2018).
- Amy J. Schmitz & Pamela Foohey, *Hiding Complaints About Wall St. Benefits Mulvaney Donors*, Law360 (2018), at <https://www.law360.com/articles/1052348/hiding-complaints-about-wall-st-benefits-mulvaney-donors> (last visited Jun 11, 2018).
- Amy J. Schmitz (with Pamela Foohey and Angela Littwin), Comments of Financial Regulation and Consumer Protection Scholars, and Former Regulators on CFPB's RFI Regarding Bureau Public Reporting Practices of Consumer Complaint Information (Docket No. CFPB-2018-0006) (June 4, 2018). Available at SSRN: https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3190797.
- Amy J. Schmitz, *Using Technology to Usher in a New Era of International Consumer Protection*, INTERNATIONAL DISPUTE RESOLUTION NEWS, a joint publication of the ABA's International Arbitration, Litigation and Mediation Committees (2017).
- Amy J. Schmitz, *Empowering Consumers Through Global Redress Systems*, Oxford Business Law Blog, April 11, 2017, at <https://www.law.ox.ac.uk/business-law-blog/blog/2017/04/empowering-consumers-through-global-redress-systems>.
- Amy J. Schmitz, *Organic Online Dispute Resolution: Resolving "Cramming" Claims as an Example*, 32 No. 9 BANKING & FIN. SERVICES POL'Y REP. 1-15 (2013) (invited article for professionally edited publication through Aspen Publishing Company).
- Amy J. Schmitz, *Consumer Casualties?* 1 HARVARD BUSINESS L. REV. ONLINE 47-49, <http://www.hblr.org> (March 18, 2011) (invited article for the online journal).
- Amy J. Schmitz, *Assuming Silence in Arbitration*, 269 NEW JERSEY LAWYER MAG. 13-17, (April 2011) (invited article for professionally edited publication for practicing attorneys, judges, and law students).
- Amy J. Schmitz, *Regulation Rash? Questioning the AFA's Approach for Protecting Arbitration Fairness*, 28 No. 10 BANKING & FIN. SERVICES POL'Y REP. 16-35 (2009) (invited article for professionally edited publication through Aspen Publishing Company).
- Amy J. Schmitz, *Promoting the Promise Manufactured Homes Provide for Affordable Housing*, 13 J. OF AFFORDABLE HOUSING & COMMUNITY DEV. L. 384-415 (2004) (scholarly journal reaching broader policy-related audiences).
- Amy J. Schmitz, *Bennett Explains Arbitration Fundamentals, Without Legalese*, DISPUTE RESOLUTION MAG., Fall 2002, at 27 (editorial board made up of leading ADR scholars).

- Amy S. Christophersen, *Preclusive Effect of Arbitration on Non-Parties*, CONSTRUCTION BRIEFINGS NO. 99-7, June 1999, at 1-10 (under former name)(trade publication).
- Philip Bruner and Amy S. Christophersen, *Feature Comment, Allocating Risks in Design Defects: Design vs. Performance Specifications*, THE CONSTRUCTION CONTRACTOR, Feb. 8, 1999, ¶ 27, at 3-5 (under former name) (trade publication).

Outreach Blogs, Publications and Creative Works:

- *Arbitrate.com*: Regular blogger and contributor for arbitrate.com. Recent blogs include *New NAA Opinion on Requiring Video Hearings, Business Pays” Rule in California Facing Challenges, Contract Exclusions Count, and Discovering Documents from Nonparties in Online Arbitration?* <https://www.mediate.com/people/personprofile.cfm?auid=1443>
- *Arbitration Conversation*: A weekly webinar offered for free on Arbitrate.com, exploring different issues in Arbitration with leaders from around the world.
- *MyConsumertips.info (Non-Profit Website and App Providing Consumer Resources)*: Non-profit Outreach website and blog with a companion “app” that is free for download on Google Play; it provides free resources for consumers on debt, contracting, online safety, and other common consumer issues
- *Comments of Consumer Protection Scholars, and former Regulators on Docket No. CFPB-2018-0006, Consumer Financial Protection Bureau’s Request for Information Regarding Bureau Public Reporting Practices of Consumer Complaint Information*, June 5 (2018) (with Pamela Foohey and Angela Littwin).
- *NewHandshake.org*: Website dedicated to Online Dispute Resolution initiatives.
- “*FINE PRINT FOILS*”: Produced a two-part consumer skills film with support from a CU Outreach Grant and the directing by CU Theater Professor Cecilia Pang; also produced webisodes derived from the film to be the cornerstone of fineprintfoils.com.
- Amy Schmitz, *Secret (and Scary?) Consumer Scores*, DENVER POST, Sept. 17, 2013, <http://blogs.denverpost.com/personalinterest/>.
- *Consumer Tips in a Tough Economy*: Published Booklet edited by Professor Amy J. Schmitz and created by students in conjunction with Professor Schmitz’s 2011 Consumer Empowerment Service-Learning Course at University of Colorado Law School; Presentation supervised by Professor Schmitz and taught by students in the Consumer Empowerment class; Joint Project with the Boulder County Housing Authority (booklet completed March 2011).
- *Consumer Conundrum*, Guest Commentary, THE DENVER POST, at 11B, (Thurs., Jan. 29, 2009).
- *Let’s Help Our Kids Learn Financial Ropes*, Guest Commentary, ROCKY MOUNTAIN NEWS, at 32 (Wed., Apr. 2, 2008).
- *Savvy Consumer Survival Skills*: Published Booklet edited by Professor Amy J. Schmitz and created by students in conjunction with Professor Schmitz’s 2009 Consumer Empowerment Service-Learning Course at University of Colorado Law School; Seminar and Presentations

supervised by Professor Schmitz and taught by students in the Consumer Empowerment class; Joint Project with the Boulder County Housing and Human Services (April 4, 2009).

- *Be a Savvy Consumer*: Published Booklet edited by Professor Amy J. Schmitz and created in conjunction with Professor Schmitz's 2008 Consumer Empowerment Service-Learning Course at University of Colorado Law School; Seminar and Presentations supervised by Professor Schmitz and taught by students in the Consumer Empowerment class; Joint Project with the Boulder County Housing Association (April 5, 2008).
- *Contracting and Consumer Protection*: Published Booklet edited by Professor Amy J. Schmitz and created by students in conjunction with Professor Schmitz's 2005/2006 Humanizing Contracts Service-Learning class at University of Colorado Law School; Seminar and Presentations supervised by Professor Schmitz and taught by students in the Humanizing Contracts class; Joint Project with Habitat for Humanity (March 11, 2006).
- *Humanizing Contracts*: Published Booklet edited by Professor Amy J. Schmitz and created by students in conjunction with Professor Schmitz's 2004/2005 Humanizing Contracts Service-Learning class at University of Colorado Law School; Seminar and Presentations supervised by Professor Schmitz and taught by students in the Humanizing Contracts class; Joint Project with Habitat for Humanity (March 12, 2005).

PRESENTATIONS

Invited Academic Presentations:

- Amy J. Schmitz, *Online Dispute Resolution (ODR) for Resolving E-Commerce Claims*, Avances XIII Congreso Internacional de Derecho Procesal, Facultad de Derecho Universidad de Medellín, Colombia, S.A. (online; Spanish), Aug. 18 (2020).
- Amy J. Schmitz, *Blockchain Discussion*, Business Processes and Technologies class, University of Missouri, June 29, 2020.
- Amy J. Schmitz, *The Arbitration Conversation*, periodic podcast on arbitration issues with top scholars and leaders in arbitration law, continual online at <https://www.mediate.com/articles/arbitrationconversation.cfm>.
- Amy J. Schmitz, *Presentation on ODR for the Uniform Law Commissioners*, ULC, May 27, 2020 (via Zoom).
- Amy J. Schmitz, *Magazine Roundtable: Authors' Reflections*, 2020 ABA Section of Dispute Resolution Virtual Spring Conference, online, May 19 (2020).
- Amy J. Schmitz, *Free ODR Training for Community Mediators*, May 5, 3-5 PM (via Zoom).
- Amy J. Schmitz, *Empowerment through E-Courts & Public Online Dispute Resolution (ODR)?*, Universidade Mackenzie, Brazil (Zoom <https://us04web.zoom.us/j/942567499>), April 3, (2020).
- Amy J. Schmitz, *ODR in the ERA of COVID-19: Experts Answer Your Questions*, ABA Free Webinar, [www.americanbar.org/groups/dispute_resolution/resources/...](http://www.americanbar.org/groups/dispute_resolution/resources/), March 20, 2-4 PM, online (2020).

- Amy J. Schmitz, *In The Know webinar - Online Dispute Resolution “ODR” and You*, ABA Section on Business Law, “In the Know” CLE Program, Online, April 22 (2020), at https://www.americanbar.org/groups/business_law/events_cle/in_the_know/.
- Amy J. Schmitz, *‘Decoding’ Ethical Design and Practice in Resolving Smart Contract and Blockchain-Related Disputes*, 2020 ABA Section of Dispute Resolution Virtual Spring Conference, online, May 18 (2020).
- Amy J. Schmitz, *Expanding Access to Justice Through E-Court Initiatives*, Quinnipiac-Yale Dispute Resolution Workshop, New Haven, CT, March 20 (2020).
- Amy J. Schmitz, *Dispute System Design in the Digital Age*, Stanford Law School, Palo Alto, CA, Feb. 10 (2020).
- Amy J. Schmitz, *ODR Progress and Insights: Court System Design & Accessibility for Persons with Disabilities*, National Center for Technology and Dispute Resolution Resources, at <http://odr.info/odr-online-educational-and-training-resources/>, Jan. 25 (2020).
- Amy J. Schmitz, *Governance for ODR*, National Center for Technology and Dispute Resolution Resources, at <http://odr.info/odr-online-educational-and-training-resources/>, Jan. 15 (2020).
- Amy J. Schmitz, *Starting (or Ending) Trade Wars through Blockchain*, Commercial and Consumer Law Section’s Panel on COMMERCIAL LAW IN THE DIGITAL AGE, AALS meeting, Washington, D.C, Jan. 3 (2020).
- Amy J. Schmitz, *Discussant at “AI in the Courts” Focus Group*, National Center for State Courts, Galveston, TX, Dec. 2-3 (2019).
- Amy J. Schmitz, *Resolving Smart Contract Disputes*, Cyberweek, National Center for Technology and Dispute Resolution, online, Nov. 21 (2019).
- Amy J. Schmitz, *Ethics and Efficiency in ODR Design*, ODR Forum, National Center for State Courts, Williamsburg, VA, Oct. 27-30 (2019).
- Amy J. Schmitz, *Measuring Access to Justice through Online Dispute Resolution*, Fordham Law Review Symposium: Achieving Access to Justice Through ADR: Fact or Fiction?, New York, NY, Nov. 1 (2019).
- Amy J. Schmitz, *Comparative Law and Online Dispute Resolution – A Look Forward*, Comparative Law and International Dispute Resolution Processes, American Society of Comparative Law 2019 Annual Meeting Program, University of Missouri, Oct. 17-19 (2019).
- Amy J. Schmitz, *Empowerment Through E-courts & Public Online Dispute Resolution?*, Global Legal Forum, The Hague, Netherlands, Aug. 14 -16 (2019).
- Amy J. Schmitz, Plenary Speaker “*Engaging the Real World: Globalization and the Technological Revolution*” as well as Session Panel “*Big Data and Research*” at Appreciating Our Legacy and Engaging the Future Conference, Pepperdine Law School Straus Institute, Malibu, CA, June 17-19 (2019).
- Amy J. Schmitz, *Enforcement of Mass Consumer Claims in the USA*, providing comparative perspective as part of the “Enforcing Consumer and Capital Market Law in Europe” Conference, University of Augsburg, Augsburg, Germany, May 23-24 (2019).

- Amy J. Schmitz, *Crafting Remedy Systems to Address Consumer Deception*, University of Munich, Munich, Germany, May 20-21 (2019).
- Amy J. Schmitz, *Smart Contract Dispute Resolution*, University of Haifa (via Zoom), April 3, 2019).
- Amy J. Schmitz, *ODR in the Courts*, American Bar Association Dispute Resolution Section Annual Meeting, Minneapolis, MN, Apr. 9 – 12 (2019)
- Amy J. Schmitz, *ODR for Smart Contract Disputes*, 1st Latin American Conflict Resolution Meeting 4.0 "A disruption ...", Buenos Aires, Argentina, Apr. 8 (2019) (via Zoom podcast).
- Amy J. Schmitz, *Making Contracts Smart - An Expert Round Table/Workshop*, <https://www.eventbrite.co.uk/e/making-contracts-smart-an-expert-round-tableworkshop-tickets-53549017553>, Feb. 13, 2019.
- Amy J. Schmitz, Experts Meeting, *ODR in the Courts*, National Center for State Courts, Jan. 22, 2019 (Austin, TX).
- Amy J. Schmitz, *Promise and Pitfalls of Technology in Dispute Resolution*, AALS Annual Meeting Panel (Alternative Dispute Resolution, Litigation and Technology, Law and Legal Education), New Orleans, LA (January 5, 2019).
- Amy J. Schmitz, *Dangers of Digitizing Due Process*, University of Montreal's LexUM Chair on Legal Information and its Cyberjustice Laboratory "Tech criticism of Tech products" Lecture Series, Montreal, Canada (March 2019).
- Amy J. Schmitz, *Addressing Accessibility and Vulnerability in ODR Design*, Online Dispute Resolution (ODR): The State of the Art Symposium, The Sir Zelman Cowen Centre at Victoria University in Melbourne, Australia (Nov. 21-22, 2018).
- Amy J. Schmitz, *Fireside Chat on ADR and ODR in the United States*, AMINZ, Auckland, New Zealand (Nov. 16, 2018).
- Amy J. Schmitz, *Smart Contracts and Blockchain: the Next Wave of ODR*, *Presenter and Moderator for Panel on Blockchain ODR, ODR Forum, University of Auckland, Auckland, New Zealand (Nov. 14-15, 2018).
- Amy J. Schmitz, *Expert Stakeholder Workshop Measuring Success in Online Courts: An Empirical Challenge*, University College London Faculty of Laws and the Legal Education Foundation, London, England (Oct. 22-23, 2018).
- Amy J. Schmitz (with Scott Christianson), *Blockchain Primer*, Blockchain Coffee, University of Missouri-Columbia Law School, (Oct. 19, 2018).
- Amy J. Schmitz, *Commercial and Consumer Law Panel*, SEALS Conference, Ft. Lauderdale, FL (Aug. 8, 2018).
- Amy J. Schmitz, *Considering Technology in Dispute Resolution*, "Referentenrunde" of the Department of European and Comparative Procedural Law at the Max Planck Institute, Luxembourg (July 18, 2018) (<https://www.mpi.lu/the-institute/external-scientific-fellows/2018/professor-amy-j-schmitz/>).

- Amy J. Schmitz (with Jeff Arresty), *Blockchain and ODR Primer*, Blockchain Community of Practice, Web Ex, June 26, 2018.
- Amy J. Schmitz, *The New Handshake: Online Dispute Resolution and the Future of Consumer Protection*, American Bar Association Webinar (CLE), at https://shop.americanbar.org/ebus/ABAEventsCalendar/EventDetails.aspx?productId=311911552&sc_cid=CE1805TNH-FMP (May 29, 2018).
- Amy J. Schmitz, *Online dispute resolution in the digital world and UNCITRAL Working Group III Technical Notes*, Mediation Conference 2018 調解為先 -- 共創新天 Mediate First - Exploring New Horizons, Hong Kong Department of Justice, Hong Kong (May 17, 2018).
- Amy J. Schmitz, *Using Online Dispute Resolution to Spark Economic Development*, Marquette University Law School, Milwaukee, WI (April 16, 2018).
- Amy J. Schmitz, *Mandatory Pre-Dispute Arbitration Agreements - the Pro se Litigant v. the Experienced Lawyer - Can We "Level the Playing Field?"*, American Bar Association Dispute Resolution Conference, Washington, D.C. (April 7-8, 2018).
- Amy J. Schmitz, *A Primer on Arbitration and Mediation: Concepts Creeping Into Every Healthcare Contract*, Missouri League for Nursing, Nursing Home Conference, Camdenton, MO (March 3, 2018).
- Amy J. Schmitz, *Improving Access to Justice Through Online Dispute Resolution*, World Mediation Congress, Loyola University School of Law, Chicago, IL (March 6, 2018).
- Amy J. Schmitz (with Colin Rule), *Online Dispute Resolution and the Future of Consumer Protection*, Association for Conflict Resolution Annual Conference, Dallas, TX (Oct. 13, 2017).
- Amy J. Schmitz, *The New Handshake: Online Dispute Resolution = a win-win for Companies and Consumers*, "Access to Justice Public Interest and Public Policy Speakers Series, Washington University, St. Louis, MO (Sept. 22, 2017).
- Amy Schmitz, *There's an App for That: Developing Online Dispute (ODR) Resolution that Bridges the Digital Divide*, University of Kansas Law School, Lawrence, KS (Oct. 6, 2017).
- Amy Schmitz, "Research and Publications on New Innovations in ODR," invited presentation at the "Access to Justice" International Chamber of Commerce (ICC) Conference, Paris, France (June 11-12, 2017).
- Amy J. Schmitz, "New Perspectives on ODR: A Conversation with the Authors of *The New Handshake and Digital Justice*," invited presentation at the American Bar Association Dispute Resolution Section Conference, San Francisco, CA (April 20, 2017).
- Amy J. Schmitz, Invited Participant, *Invite-Only Workshop on Private International Online Dispute Resolution*, Stanford Law School and American National Standards Institute, Palo Alto, CA (April 19, 2017).
- Amy J. Schmitz, "Regulating Consumer Dispute Processes: Arbitration, Class Action Waivers and the CFPB," invited presentation at the American Bar Association Business Law Conference, Boston, MA (September 8-10, 2016).

- Amy J. Schmitz, *Remedy Realities in B2C Contracting*, Consumer Financial Protection Bureau, Washington, D.C. (Apr. 4, 2016).
- Amy J. Schmitz, *The Brave New World of Arbitration: The Role of Technology and the Internet in International Arbitration*, University of Ghent, Ghent, Belgium (Jan. 10-12, 2016).
- Amy J. Schmitz, *Transformation of Consumer Dispute Resolution in the EU*, University of Leicester, Leicester, England. (Sept. 10-11, 2015).
- Amy J. Schmitz, *Ethical Issues Impacting ODR*, ODR 2015, Pace Law School, New York, N.Y. (June 3-5, 2015).
- Amy J. Schmitz, *Consumer Remedies in the Real World*, Jean Braucher Symposium, Univ. of Arizona James E. Rogers College of Law, Tucson, AZ (Apr. 17, 2015).
- Amy J. Schmitz, Panel Moderator and Presenter, *Lessons from the ODR Rulebook*, ODR 2014, Stanford Law School, Palo Alto, CA (June 27, 2014).
- Amy J. Schmitz, Delegated Expert to the United Nations Office of Legal Affairs for the *UNCITRAL ODR Working Group*, invited participant and advisor, New York, New York (March 22, 2014).
- Amy J. Schmitz, American Bar Association Liaison and Delegated Expert for the *UNCITRAL ODR Working Group*, the United Nations, New York, New York (March 24-25, 2014).
- Amy J. Schmitz, Contract Law and Social Justice: An Oxymoron?, invited speaker at the Annual International Conference on Contracts, Miami, FL (Feb. 21-22, 2014).
- Amy J. Schmitz, Various Presentations on Legal and Arbitration Ethics, Judicial Independence and Legal Empowerment Project, East-West Management Institute (in connection with USAID), Republic of Georgia (Nov. 2013).
- Amy J. Schmitz, 39th Annual Austin Scott Lecture, *Access to Consumer Remedies in the Squeaky Wheel System*, University of Colorado Law School Wittemyer Courtroom, Boulder, CO (Oct. 10, 2013).
- Amy J. Schmitz, *ODR to Address American Exceptionalism in Arbitration*, invited speaker at the ODR Dispute Resolution Symposium, Stanford Law School, San Francisco, CA (Apr. 19, 2013).
- Amy J. Schmitz, *Assessing Consumer Remedies After AT&T v. Concepcion*, invited speaker at the 2012 University of California Hastings Business Law Review Symposium, San Francisco, CA (Feb. 23, 2012).
- Amy J. Schmitz, *Consumer Arbitration from a Comparative Perspective*, invited speaker at the 2011-2012 Loyola International Law Review Symposium, Chicago, IL (Feb. 10, 2012).
- Amy J. Schmitz, *Considering Consumer Class Actions in Arbitration*, invited participant at the National Roundtable on Arbitration, held at Pepperdine University, Malibu, CA (Feb. 2-4, 2012).

- Amy J. Schmitz, ABA Delegated Expert for the *UNCITRAL ODR Working Group Semi-Annual Meeting*, invited participant and advisor for the meeting at the United Nations, New York, New York (May 2012) (*consultations but no formal presentation per se).
- Amy J. Schmitz, *Reconciling Policy and Politics Regarding Consumer Arbitration*, invited presentation at the American Bar Association Business Law Conference, Boston, MA (Apr. 15, 2011).
- Amy J. Schmitz, *Arbitration Ambush*, invited presentation at the Fordham Law School Dispute Resolution Society Symposium, Fordham University Law School, New York City, NY (Jan. 21, 2011) (included provision of written materials I compiled for academics, policymakers, students, and practicing attorneys who attended).
- Amy J. Schmitz, *Arbitration Ambush in a Policy Polemic*, invited presentation at the “Arbitrator as Judge and Judge of Jurisdiction” Symposium, at Penn. State Dickinson School of Law, State College, PA (Feb. 16, 2011) – leading to completion of an article in the *YEARBOOK ON ARBITRATION AND MEDIATION*.
- Amy J. Schmitz, *Post-Purchase Consent: True Tales of Consumer Contracting Culture*, invited presentation at the twenty-third annual Business Law Symposium, “Contract Law in Context: Identity, Power, and Contractual Justice,” at Wake Forest University School of Law, Winston-Salem, NC (March 26, 2010) – leading to completion of the article in *Wake Forest Law Review* noted above.
- Amy J. Schmitz, *Pizza-Box Contracting: An Empirical Consideration of Consumer Contracting Culture*, invited presentation as part of “The Contract Law System & Power – Past, Present & Future” panel at the Spring Contracts Conference, William S. Boyd School of Law, UNLV, Las Vegas, NV (Feb. 26 & 27, 2010).
- Amy J. Schmitz, *Oxymoronic Arbitration: Considering Court-Connected Arbitration Programs*, invited presentation at “Whither Arbitration” symposium at the Cardozo Law School, N.Y., N.Y. (Nov. 2008).
- Amy J. Schmitz, *Ethical Considerations in Consumer Arbitration*, invited presentation at “Ethics in Arbitration” symposium at the University of South Texas Law School, Houston, TX (Nov. 2007) – leading to completion of Amy J. Schmitz, *Ethical Considerations in Drafting and Enforcing Consumer Arbitration Clauses*, 49 *S. TEX. L. REV.* 841-878 (2008).
- Amy J. Schmitz, *Humanizing Contracts through Service Learning*, invited presentation at “Humanizing Law” symposium at Washburn University, Topeka, KS (Oct. 2007).
- Amy J. Schmitz, *Exploring “Contracting Culture” in Arbitration . . . Next Steps?*, invited presentation in the “Contract Enrichment” colloquia series, University of Wisconsin Law School, Madison, WI (March 27, 2007).
- Amy J. Schmitz, *Confronting the Consumer Contracting Culture in Arbitration*, invited presentation at the “ADR in Bloom,” American Bar Association Dispute Resolution Conference, Washington, D.C. (Apr. 28, 2007).
- Amy J. Schmitz, *Dangers of Deference to Form Arbitration Provisions*, invited presentation at the “Rethinking the Federal Arbitration Act” Symposium, UNLV Saltman Center for Conflict Resolution and Boyd School of Law, Las Vegas, NV (Jan. 26, 2007).

- Amy J. Schmitz, *Deference to Form Arbitration Rules*, presented at the “Workshop on Deference,” University of Colorado School of Law, Boulder, CO (Aug. 17-18, 2006).
- Amy J. Schmitz, *Consideration of “Intra vs. Extra Communal Contracting Culture” in Enforcing Arbitration Provisions and Procedures*, invited presentation at “Transatlantic Perspectives on ADR” Conference, St. John’s University School of Law and the Chartered Institute of Arbitrators, London, U.K. (July 26-28, 2006).
- Amy J. Schmitz, *Untangling the Privacy Paradox in Arbitration*, invited presentation at “Secrecy and Transparency in Dispute Resolution” Kansas Law Review Symposium, University of Kansas School of Law, Lawrence, KS – leading to completion of article published in 54 KANSAS L. REV. 101 (2006).
- Amy J. Schmitz, *ADR Agreements: Caught in the Contract/No-Contract Conundrum*, presentation on the panel “Revisiting a Classic: Charles Knapp’s Enforcing the Contract to Bargain,” “Exploring the Boundaries of Contract Law” Conference, American Association of Law Schools (AALS), Montreal, Quebec, Canada (June 14-17, 2005) (chosen as a panelist through a competitive process) – leading to completion of article in 56 DEPAUL L. REV. 55(2006).
- Amy J. Schmitz, *What is ‘Arbitration’ Governed by the FAA?*, presentation and paper at “New Vistas in Dispute Resolution” Conference, American Bar Association Section of Dispute Resolution, Seattle, WA (April 4-6, 2002).

Additional Outreach Presentations:

- *Interdisciplinary Invite-Only Workshop: AI, Technology, and Negotiation* conference, Harvard Program on Negotiation (PON), May 17-18 (2020).
- *Guest Teaching: Arbitration and Technology and the Law* guest teaching at the University of Missouri-Columbia (2016 to present).
- *Consumer Event*, Consumer Empowerment service-learning project engaging students to work with me and Prof. Clark Peters in teaching consumers about consumer issues (Columbia, MO, March 2019).
- *ODR Primer*, ADRO Presentation for Mizzou Law Mediation Week, University of Missouri-Columbia (Oct. 2018).
- *Writer’s Workshop*, University of Missouri-Columbia (Oct 24 & Nov. 2 2018).
- *Consumer Skills*, Organizer and Facilitator with respect to the various Outreach Seminars and Presentations for the public in conjunction with Habitat for Humanity, BCHHS & BCHA, and related to the booklets/other materials noted above (2005-2016)(ongoing every spring).
- *What to Expect in Law School*, University of Colorado Phi Alpha Delta Pre-Law Society, Boulder, CO (Spring 2012).
- *Invigorating Pedagogy and Scholarship Through Service-Learning*, 2009 Faculty Teaching Excellence Program, University of Colorado, Boulder, CO (Feb. 2010).
- *Fine Print Foils*, Faculty and Staff Colloquium, University of Colorado School of Law, Boulder, CO (March 16, 2010).
- *Engaging Minds and Community at CU Law*, 2009 Building Inclusiveness Conference, University of Colorado, Colorado Springs, CO (May 15, 2009).
- *What to Expect in Law School*, University of Colorado Phi Alpha Delta Pre-Law Society, Boulder, CO (Aug. 16, 2009, and again on Feb. 21, 2011).
- *Debt and Credit Cards*, 2009 Law School Orientation, University of Colorado School of Law, Boulder, CO (Aug. 16, 2009).
- *Engaging Minds through Service Learning*, invited presentation at University of Wisconsin Law School, Madison, WI (March 27, 2007).

- *Engaging Minds through Service Learning*, invited presentation at “Teaching Business Ethics” Conference, University of Colorado-Boulder Leeds School of Business, Boulder, CO (June 7-9, 2006).

Important Commentary, Citations and Interviews

- Jennifer Shack, *What Do We Need To Do To Find Out if ODR Provides A2J?* RESOLUTION SYSTEMS INST. NEWSLETTER, at <https://mailchi.mp/aboutrsi/what-do-we-need-to-do-to-find-out-if-odr-provides-access-to-justice?e=5548d43a79> (May 2020) (featuring a recent article written by Prof. Amy Schmitz).
- *Towards a Global Online Dispute Resolution Platform: Amy Schmitz and The New Handshake*, Interview by Federico Ast, CEO, Kleros in DISPUTE REVOLUTION, at <https://kleros.io/book/Dispute-Resolution-Kleros.pdf> (May 2020).
- *Blockchain Startups Think Justice Can Be Decentralized*, Magazine by Cointelegraph, Dec. 23, 2019, at <https://magazine.cointelegraph.com/2019/12/23/blockchain-startups-think-justice-can-be-decentralized-but-the-jury-is-still-out/?fbclid=IwAR2w5voAn5wG-jxkZ8NO3sZEjERISALxVZnvS2G2Ej5AYKyThufeGJC603E>.
- *How to Complain and Get Results*, Kiplinger’s Personal Finance, <https://www.kiplinger.com/article/credit/T037-C000-S002-how-to-complain-and-get-results.html> (Aug. 29, 2019).
- *Tech Startup Hoping Insurers Ready for Online Dispute Resolution*, Claims Journal, at <https://www.claimsjournal.com/news/national/2019/05/29/291138.htm>.
- *Towards a Global Online Dispute Resolution Platform: Amy Schmitz and The New Handshake*, Interview for Blockchain DISPUTE RESOLUTION LAWYER, at <https://blog.kleros.io/amy-schmitz-and-the-new-handshake/>
- *5 Money Mavens Reveal Their Most Memorable Mistakes*, BOTTOM LINE PERSONAL (<https://bottomlineinc.com>) (April 15, 2019).
- Interview, *Can Blockchain Technology be used for Immigration* on <https://kjzz.org/content/749880/can-blockchain-technology-be-used-immigration>
- Interview and Research for a Lead Story on Telemarketers, NBC KOMU nightly news, <https://www.komu.com/news/target-8-missouri-phone-users-wage-unceasing-battle-with-telemarketers> (Dec. 23, 2018).
- Episode 46 of Ipse Dixit, Interview of Amy J. Schmitz, discussing "The New Handshake: Online Dispute Resolution and the Future of Consumer Protection," <https://shows.pippa.io/ipse-dixit/amy-schmitz-on-online-dispute-resolution-the-new-handshake> (Dec. 3, 2018).
- Qian Wu, 'Book Review: Arbitration in the Digital Age: The Brave New World of Arbitration, (Eds Maud Piers & Christian Aschauer) (Cambridge University Press. 2018.', in Lawrence G.S. Boo and Gary B. Born (eds), *Asian International Arbitration Journal*, (© Kluwer Law International 2018, Volume 14 Issue 2, pp. 223 – 226 (positively reviewing the book and noting the chapter by Schmitz).
- Adam McCann, *Ask the Experts (on Identity Theft and Fraud)*, Wallethub, Wednesday, Oct. 17, 2018 at <https://wallethub.com/edu/states-where-identity-theft-and-fraud-are-worst/17549/#expert=amy-j-schmitz>.
- *Secrets of Getting What You Want When You Complain to Customer Service*, BOTTOM LINE PERSONAL (<https://bottomlineinc.com/money/household-expenses/secrets-getting-what-you-want-when-you-complain-customer-service>) (Oct. 1, 2018).
- *A Complaint Guide for Unhappy Consumers*, WASHINGTON POST (interview with Elisabeth Leamy) at https://www.washingtonpost.com/lifestyle/home/a-complaint-guide-for-unhappy-consumers/2018/06/18/39d7a536-6b5e-11e8-bea7-c8eb28bc52b1_story.html?utm_term=.555798b0c1f1 (June 18, 2018); republished *The Day*, at <https://www.theday.com/article/20180629/ENT18/180629299> (August 5, 2018).

- *Interview on the The Gary Nolan Show regarding consumer protections*, June 29, 2018 (radio, 93.9 or online at <http://player.listenlive.co/40941>).
- *Experts Warn Online Shopping Scams Peak in December*, KOMU NBC affiliate television interview, Dec. 22, 2017 at <http://www.komu.com/news/local-experts-warn-online-shopping-scams-peak-in-december>.
- Darius Irmia, *Ask the Experts (on Cash Back Credit Cards)*, Wallethub, Monday, Dec. 18, 2017 at : https://wallethub.com/credit-cards/cash-back/?v=20#Amy_J._Schmitz.
- F. Peter Phillips, Director, Alternative Dispute Resolution Skills Program at New York Law School, *Reviewing The New Handshake: Online Dispute Resolution and the Future of Consumer Protection*, INTERNATIONAL LAW NEWS, Volume 46, Number 1, 2017, at https://www.americanbar.org/groups/international_law/publications/international_law_news/2017/fall/new-handshake-online-dispute-resolution-future-consumer-protection.html.
- Richie Bernardo, *Ask the Experts (on Identity Theft)*, Wallethub, Wednesday, Oct. 18, 2017 at <https://wallethub.com/edu/states-where-identity-theft-and-fraud-are-worst/17549/#amy-j-schmitz>.
- Robert Hillman, *Review of Schmitz, Remedy Realities in Business-to-Consumer Contracting*, in JOTWELL: THE JOURNAL OF THINGS WE LIKE (LOTS), at <https://jotwell.com> (fall 2017).
- Live Interview, *Top of Mind with Julie Rose*, “Digital Handshake,” Tuesday, September 12, 2017 at <https://www.byradio.org/episode/3e45c5ac-6906-4d3d-aedf-7f31936a5401?playhead=3111&autoplay=true>.
- Sue Reisinger, *Online Dispute Resolution Is Powerful Tool for GCs, Say Experts*, Corporate Counsel, at <http://www.corpcounsel.com/id=1202795026376/Online-Dispute-Resolution-Is-Powerful-Tool-for-GCs-Say-Experts?slreturn=20170808144926>.
- *New book by Amy Schmitz and Colin Rule is a game changer!*, and National Center for Tech. and Dispute Resolution, May 21, 2017, at <http://odr.info/new-book-by-amy-schmitz-and-colin-rule-is-a-game-changer>.
- *Consumer Redress: A Changing Tide?*, Global Pound Conference Blog, June 21, 2017 at <http://blog.globalpoundconference.org/2017/06/21/consumer-redress-a-changing-tide>.
- *Empowering Consumers Through Global Redress Systems*, Oxford Business Law Blog, April 11, 2017, at <https://www.law.ox.ac.uk/business-law-blog/blog/2017/04/empowering-consumers-through-global-redress-systems>.
- *The Handling of Disputes Between Companies and their Customers is Done Better in Europe than in America*, The Economist, Saturday, Feb. 6, 2016 at <http://www.economist.com/news/business/21690054-handling-disputes-between-companies-and-their-customers-done-better-europe>. (cited and interviewed for content).
- *Building Trust in E-commerce Through Online Dispute Resolution*, Posted by Beth Graham, Mediate.com, November, 2015, at <http://www.mediate.com/articles/GrahamBb120151113.cfm>.
- *How to Get What You Want from Customer Service*, NBC 9news, Denver, CO, Wednesday, July 16, 2014 at <http://www.9news.com/story/money/business/2014/07/16/tips-for-getting-what-you-want-from-customer-service/12765815/> (televised interview and article on NBC site).
- *How to Complain: To Get Results, Be Prepared and Be Persistent*, KIPLINGER'S PERSONAL FINANCE, 54 - 57, March 2014 (quoted and providing the substance of the article through an interview).
- *In the Matter of Apple, Inc.*, Federal Trade Commission, Docket No. C-4444, File No. 112-3108, 2014 WL 1330287 (March 25, 2014); *Statement of Chairwoman Edith Ramirez and Commissioner Julie Brill In the Matter of Apple Inc.* FTC File No. 1123018 (Jan. 15, 2014) (both FTC documents citing an article by Amy J. Schmitz).
- Amy Schmitz, as told to Dave Burdick, *Expert Tips for Getting Better Service*, DENVER POST, Sept. 16, 2013, http://www.denverpost.com/lifestyles/ci_24092628/expert-tips-getting-better-service.

- Dave Burdick, *Customer Service Changing Rapidly, but Is it Changing for the Better?*, DENVER POST, Sept. 16, 2013, http://www.denverpost.com/lifestyles/ci_24092627/customer-service-changing-rapidly-but-is-it-changing?source=pkg.
- *The Word on Warranty Protection: You May Have More Rights Than You Think*, Consumer Reports magazine, May 2013, <http://www.consumerreports.org/cro/magazine/2013/05/the-word-on-warranty-protection/index.htm>.
- *How to Complain: Squeaky Wheel Still Gets the Grease*, interviewed and cited in article by Herb Weisbaum, TODAY show contributor, NBC News.com (March 11, 2013) (featured as top story on NBC.com).
- *Unhappy with a Purchase? Try this!*, CONSUMER REPORTS SHOPSMART MAG., Jan. 2013.
- *Speak Up to Resolve Complaints*, CONSUMER REPORTS MONEY ADVISOR, March 2013.
- *Microwave Mystery: When do Wayward Ovens Warrant a Recall?* CONSUMER REPORTS, March 2013 (quoted in “How to Protect Yourself” highlight).
- *Personal Finance: Learn to Be a ‘Squeaky Wheel’*, SACRAMENTO BEE, April 28, 2013, available at <http://www.sacbee.com/2013/04/28/5375422/learn-to-be-a-squeaky-wheel.html> (quoted and providing basis for article pursuant to an interview).
- *Got a Consumer Complaint? Be Polite, Persistent and Assertive*, PITTSBURGH POST-GAZETTE, May 3, 2013, available at <http://www.post-gazette.com/stories/business/news/got-a-consumer-complaint-be-polite-persistent-and-assertive-686122/> (quoted and providing basis for article pursuant to an interview).
- Guest Blogger on various websites such as *Indisputably.org*, *DRLE*, and *Creditslips.org*, (2012 - present).
- *American Express v. Italian Colors*, United States Supreme Court Brief for Professional Arbitrators and Arbitration Scholars as Amici Curiae in Support of Respondent (Jan. 2013) (with a group of selected scholars).
- *Kilgore v. Keybank*, United States Court of Appeals for the Ninth Circuit Brief for Contracts Professors as Amici Curiae in Support of Plaintiffs (Oct.2012) (with a group of selected scholars).
- *AT&T Mobility v. Concepcion*, United States Supreme Court Brief for Contracts Professors as Amici Curiae in Support of Respondent (Oct.2010) (with a group of selected scholars).
- *Rent-A-Center, West, Inc. v. Antonio Jackson*, United States Supreme Court Brief for Professional Arbitrators and Arbitration Scholars as Amici Curiae in Support of Respondent (April 2010) (with a group of selected scholars and arbitrators).
- *Federal Trade Commission Hearing on Proposed Arbitration Law*, interviewed and cited in hearing record (March 2009).
- *KGNU*: interview regarding Consumer Empowerment project (April 2, 2008).
- *Dispute Resolution Magazine*: consultant on developing issues in arbitration (2005-present).
- *ADR World*: consultant on arbitration cases and issues (2005-present).
- *Channel 9 and 20 Television*: televised interview available at <http://www.9news.com/section/global/nation-now/>; follow-up article available at <http://www.9news.com/story/money/business/2014/07/16/tips-for-getting-what-you-want-from-customer-service/12765815/> (2014).
- *Boston Globe*: interviewed to provide commentary on consumer law (2014).
- *Boulder Daily Camera Newspaper*: commentary on a Colorado arbitration case (2003).
- *Channel 7 Television*: provided insight to reporter on consumer issues (2012).

GRANTS AND AWARDS

- *National Convening re Family ODR*, Resolutions Solutions Inst., selected as an expert for a non-profit project to assist families with conflict resolution (2020-2021).
- *NAA/REF Grant*, \$1,000 for student research assistance (Summer 2020).

- *Selected as a Researcher and Collaborator for Autonomy Through Cyberjustice Technologies (ACT) project, a research partnership that is unique in the field of artificial intelligence and cyberjustice (see ACT, <https://ajcact.openum.ca/repertoire/>).*
- *CPR (Conflict Prevention and Resolution) Professional Article Award (Feb. 2020 for article written in 2019)*
- *Fulbright Specialist, named to the Roster after Peer Review (Dec. 13, 2019 – Dec. 13, 2022)*
- *Shook Hardy Bacon Award, Awarded for best publications in 2017.*
- *Online Teaching Foundations Grant, \$1000 to be used for faculty development, and \$250 to the law school.*
- *Diversity, Excellence and Inclusion Grant, \$1000 to be used for school purposes.*
- *Fellow of the National Center for Technology and Dispute Resolution: chosen internationally to become part of an exclusive group of educators and innovators (2018-Present).*
- *External Scientific Fellow of the Max Planck Institute Luxembourg for International, European and Regulatory Procedural Law (2018; see <https://www.mpi.lu/the-institute/external-scientific-fellows/2018/>).*
- *University of Missouri Open and Accessible Education Grant: Awarded for creating an open and accessible resource for her class to save student materials costs (2018).*
- *Top SSRN Authors: Listed in the Top 10% for paper downloads (2018 to present).*
- *2014-2015 Diversity and Excellence Grant: Award through competitive process to further outreach work for consumer rights with a focus on vulnerable populations*
- *2013 Sandgrund Award for Best Consumer Rights Work: Award for consumer rights articles that were published in 2013*
- *2013-2014 University of Colorado IMPART (Implementation of Multicultural Perspectives and Approaches in Research and Teaching) Award: \$4,000 grant to enhance Consumer Empowerment outreach, especially with respect to vulnerable populations.*
- *Xavier High School Hall of Fame: Chosen for academic/professional accomplishments, and dedication to service and positive values (September 2012)*
- *2011 Sandgrund Award for Best Consumer Rights Work: Award for consumer rights articles that were published in 2011*
- *2010 University of Colorado Institute for Ethical and Civic Engagement (IECE) Grant: \$5,000 grant to assist in presenting consumer film and developing a consumer outreach website to assist the public with consumer issues*
- *2010 Sandgrund Award for Best Consumer Rights Work: Award for consumer rights articles that were published in 2008-2010*
- *2009 Outreach Grant for “FINE PRINT FOILS” Project: \$5,000 grant to produce a consumer tips film assisting the Boulder County Housing and Human Services and the public generally with common consumer issues*
- *2009 Guide to Service-Learning Colleges and Universities: Selected as Featured Project*
- *2008 Calhoun Award for Outstanding Public Service: Award for dedication to public service in honor of former CU Law Professor Clifford Calhoun*
- *2007 Sandgrund Award for Best Consumer Rights Work: Award for articles touching on consumer issues that were published in 2005-2007*
- *2007 University of Colorado Institute for Ethical and Civic Engagement (IECE) Grant: \$5,000 grant to assist with Consumer Empowerment class and outreach seminars*
- *2005 University of Colorado Service Learning Grant: \$3,000 grant to assist with class outreach projects with Boulder County Housing Authority and Heritage House*
- *2004 University of Colorado Service Learning Grant: \$2,000 grant to assist with class outreach projects with Habitat for Humanity*
- *Nominated for Excellence in Teaching Award (Spring 2011 and 2012)*
- *Women’s Law Caucus Teaching Awards and Recognitions: Received awards and recognitions each year from WLC since becoming their advisor in 2001*
- *Women in Law Day: Created and presented a mock law class each year since 2003 to inspire and provide information for women interested in pursuing legal careers*

- *Humanizing Contracts and Consumer Empowerment Service Learning Seminars (2003-present):* Created and taught new service learning courses incorporating outreach work with Habitat for Humanity and the Boulder County Housing and Human Services
- *Faculty Teaching Excellence Program:* Taught a program on service learning (see above) in 2010 and completed Performance in a Nutshell series in 2002
- *Colorado Youth Magazine:* Worked with at-risk teens in developing their writing skills while creating a magazine published by the Office of Child Representative for at-risk youth to express themselves through poems, essays, drawings and other means; Assistance from CBA Youth at Risk Committee, Heritage House, NACC, Mile High United Way and others (Winter 2007).
- *Teaching Tool Innovations for All Courses and Additional Advisory Work:* Created interactive websites through TWEN, writing exercises, and Frameworks for Analysis for all of my courses; advised law students in externships and independent study papers for credit

SERVICE AND VOLUNTEER WORK

University of Missouri Service (beginning 2016):

- *Chair of the ABA Standards Committee*
- *Chair of the Law School Innovation Committee*
- *Chair of the University of Missouri-Columbia Campus Mediation Service Committee*
- *MU Cybersecurity Center*
- *MU DEEP -- University of Missouri-Columbia Community Exploring AI*
- *Law School Board of Advocates Committee*
- *LLM Program in Dispute Resolution*
- *Center for Dispute Resolution Fellow*
- *Center for Intellectual Property and Entrepreneurship*
- *Law School Clerkship Committee*
- *Student Success Initiatives (w/Provost's office)*
- *Law School Technology Committee*
- *Law School Standards and Readmission Committee*
- *Law School Honor Code Committee*
- *Advisor, ODR Bowl*
- *Co-Advisor, Women's Law Association*
- *First Generation Lawyers*

University of Colorado Law School Service (through 2016):

- *Chair of the Law School Public Service Committee (2015-2016); Member (2014-2016)*
- *Law School Policy, Management & Budget Committee (2015-2016)*
- *Law School Academic and Student Affairs Committee (2014-2015)*
- *Consumer Empowerment; Law School Public Service Pledge Project (2014-2016)*
- *Law School Bar Exam Task Force (2014 – 2016)*
- *Law School Admissions Committee ((2001-2002, 2006-2007, 2013-2016)*
- *Law School Faculty Evaluation Committee (2008-2009, 2011-2013)*
- *Law School Public Interest Committee (2012-2016)*
- *Law School Public Interest Fellowship Task Force (2011-2016)*
- *Law School Study Abroad Liaison and Advisor (2010-2016)*
- *Secretary, Colorado Chapter Order of the Coif (2006-2016)*
- *Adjunct Mentor (2003-2016)*
- *University of Colorado Women's Law Caucus Advisor (2001-2016)*
- *University of Colorado Women's Law Caucus Fellowship Review Committee (2001-2016)*
- *Christian Legal Society Advisor (2013 – 2016)*
- *IL Advisor (2005-2016)*

- *Bar Prep Coach (2013)*
- *Juris Doctor/Master of Urban & Regional Planning (JD/MURP) Advisor (2009-2013)*
- *Construction and Real Estate Law Association Advisor (2003-2016)*
- *Law School Appointments Committee (2007-2008, 2010-2011)*
- *Law School Study Abroad Task Force (2009-2011)*
- *Law School Chair Search Committee (2007-2008, 2010-2011)*
- *Externship Advisor (2001-2008)*
- *Law School Building Committee (2004-2006)*
- *Law School Academic and Student Affairs Committee (2002-2006)*
- *Law School Resources Committee (2000-2001)*
- *New Student Day (2003 & 2009)*
- *Rothgerber Mock Trial Competition Team Special Advisor (2001-2002)*

University of Colorado Boulder Campus Service:

- *University of Colorado Study Abroad Committee (2008-2016)*
- *University of Colorado Institute for Ethical and Civic Engagement (2004-2014); IECE Steering Committee (2009-2016)*
- *University of Colorado Service Learning Center (2004-2014)*
- *Volunteer Clearing House (2004-2014) & Better Boulder-Better World (2006)*
- *University of Colorado Alumni Center Traveling Seminar (2001)*

Professional Association Service:

- *American Comparative Law Society Director –for University of Missouri-Columbia (2019 – present)*
- *American Bar Association Online Dispute Resolution Task Force Co-Chair (2019 to present).*
- *ODR Expert & Researcher, Conflict Analytics Lab (CAL) (research-based consortium focused on the application of artificial intelligence and data analytics to conflict resolution and negotiation, Queen’s University, Canada (2018 to present).*
- *Arbitration.Info, Editor, 2018- present.*
- *American Bar Association Technology and Dispute Resolution Committee Co-Chair, April 2017 to present.*
- *American Bar Association Section of International Law Liaison to the United Nations Commission on International Trade Law (UNCITRAL), 2017-2019..*
- *International Center for Online Dispute Resolution, 2016 – present.*
- *American Bar Association Enterprise Fund Steering Committee, “Expanding Access to Legal Services Through the Advancement of Court-Annexed Online Dispute Resolution (ODR),” September 2016.*
- *American Assoc. of Law Schools Executive Committee for the Section on Commercial and Consumer Law (2010-present)(chosen nationally)*
- *Invited Expert to the UNCITRAL ODR Working Group (2014 & ABA Delegate 2012-16)*
- *American Assoc. of Law Schools Technology Collaboration Committee, 2017 – present.*
- *Executive Committee of the Legal Education, ADR and Problem-Solving (LEAPS) Task Force of the ABA Section of Dispute Resolution’s Law Schools Committee (2011-present)*
- *Colorado Bar Association (CBA) International Commercial Arbitration Task Force (2014)*
- *ABA Dispute Resolution, Business Law, Consumer Financial Services, and Legal Education Sections (2001-present)*
- *Oxford Press Peer Review (review book proposals)*
- *Stanford Law Review Peer Review(review article proposed for publication)*
- *George Mason University School of Law (peer review)*
- *Chairperson for ODR Group, National Arbitration Roundtable (2011-2013)*
- *American Assoc. of Law Schools Contract Law Section (2000-present)*

- *American Assoc. of Law Schools Humanizing Legal Education (2005-present)*
- *Colorado Women's Bar Association (2001-present)*
- *House of Genius (2012)*
- *Colorado State Bar Committee on Revised UCC Article 9 (2000-2002)*
- *Washington and Minnesota Bar Associations (1995-2000)*
- *American Bar Admissions (Inactive): Washington, Minnesota, and U.S. Court of Appeals*

Greater Community Service:

- *Out of the Darkness:* Suicide Prevention programs and walks.
- *Everybody Eats:* Volunteering for a program to serve meals to the homeless on days like Thanksgiving.
- *For Columbia:* Volunteer day through churches in Columbia
- *Boulder County Department of Housing and Human Services (2007-2016):* Consumer skills seminar, booklet, and on-going consultation and resource for consumers in need
- *Sister Carmen (2010-2016):* Various outreach and volunteer activities to support and help the work of a thrift store and food pantry that provides food, clothing, and other necessities for low-income and immigrant populations in Lafayette, CO
- *Heritage House (2006-2008):* Youth magazine assistance; homework help with WLC
- *Habitat for Humanity (2001-2006):* Education seminar; build projects; thrift store
- *Denver Day of Impact (2002)*
- *Humane Society (2001-present)*
- *Flatirons Community Church (2001-present)*
- *Circle of Care (2009-2010)*