
Dispute Resolution in the Digital Age

Tuesdays, 5:00 – 7:40 PM Room 332

Office Hours Tuesdays, 11:50 to 1:30

Professor Amy J. Schmitz

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Consumer Outreach: MyConsumertips.info (website and app)

SSRN Author Page: http://papers.ssrn.com/sol3/cf_dev/AbsByAuth.cfm?per_id=522704

First Week assignment:

	Topic	Reading Assignments and Exercises
1	Intro to Online Dispute Resolution (ODR) and Exploration of Expanded Remedy Processes for B2C Transactions	<p>This week we are getting an introduction to ODR, and considering why it even was conceived. This especially emanated from need for low-cost and convenient resolution of small dollar disputes:</p> <ul style="list-style-type: none">• Amy J. Schmitz, <i>Remedy Realities in Business to Consumer Contracting</i>, 58 ARIZONA L. REV. 213-261 (2016) at https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2793506.• Read the most current 10 blogs on the National Center for State Court's ODR blog: https://odr2019.blogspot.com/• Check out the information and get a sense of the "ODR World" by visiting www.ODR.info. <p><u>Reflection Paper:</u> Briefly explain in 1-2 pages your experience and knowledge with online remedy systems and what you hope to learn in this course. Also, note your conceptions of ODR based on the readings and consider ODR's problems and potential.</p> <p><u>Optional (yes, truly optional):</u></p>

- Amy J. Schmitz, *Building Trust in Ecommerce Through Online Dispute Resolution*, in RESEARCH HANDBOOK ON ELECTRONIC COMMERCE LAW, (Edward Elgar Publishing 2016)
**Book is in the law library.
- 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, *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, *“Drive-Thru” Arbitration in the Digital Age: Empowering Consumers through Regulated ODR*, 62 BAYLOR L. REV. 178-244 (2010).

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