

**Amy J. Schmitz**  
University of Colorado School of Law

SSRN: [http://papers.ssrn.com/sol3/cf\\_dev/AbsByAuth.cfm?per\\_id=522704](http://papers.ssrn.com/sol3/cf_dev/AbsByAuth.cfm?per_id=522704)  
**Consumer Outreach Nonprofit Website:** <http://myconsumertips.info>

**University of Colorado School of Law, Boulder, CO**

*Professor of Law*, August 2011 to present; *Associate Professor of Law*, August 2000 to August 2011 (granted tenure in 2007 and promotion in 2011)

- *Courses taught:* contracts; arbitration; contract theory; secured transactions; consumers and the law service learning seminar; humanizing contracts service learning seminar; international arbitration; dispute resolution in the digital age
- *Current research:* “relational realities” and “contracting cultures” in varied exchange contexts; enforcement of arbitration and other contracts to engage in private dispute resolution processes on domestic and international levels; contract theory and philosophy; consumer law, policy initiatives and related issues; privacy; service-learning and “humanizing” legal education; empirical studies

**Visiting Professor**, Oxford, England (summer 2008) and Paris, France (summer 2011), University of Colorado Law School Joint Program with University of San Diego (course: International Arbitration)

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

**EDUCATION**

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

**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

**PRIOR LEGAL EMPLOYMENT**

**Stoel Rives LLP**, Seattle, WA ([www.stoel.com](http://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](http://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**

## Publications in Law Journals and Reviews:

- 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).

#### **Books and Book Chapters in Progress:**

- THE NEW HANDSHAKE (with Colin Rule), book exploring development of online remedy systems to expand consumers' access to remedies and revive corporate responsibility in consumer contracting (forthcoming and under contract with the American Bar Association book publications).
- Amy J. Schmitz, *Consumer Redress in the United States*, in THE TRANSFORMATION OF CONSUMER DISPUTE RESOLUTION IN THE EUROPEAN UNION: A RENEWED APPROACH TO CONSUMER PROTECTION, \_\_\_\_ (Oxford Univ. Press, forthcoming 2016)
- Amy J. Schmitz, *Building Trust in Ecommerce Through Online Dispute Resolution*, in RESEARCH HANDBOOK ON ELECTRONIC COMMERCE LAW, \_\_\_\_ (Edward Elgar Publishing, forthcoming 2015 or 2016)
- Amy J. Schmitz, *Arbitrating Online*, in THE BRAVE NEW WORLD OF ARBITRATION: THE ROLE OF TECHNOLOGY AND THE INTERNET IN INTERNATIONAL ARBITRATION, \_\_\_\_ (Cambridge University Press, forthcoming 2016 or 2017)

#### **Other Scholarly and Trade Publications:**

- 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 Publications and Creative Works:**

- *MyConsumertips.info (Non-Profit Website Providing Consumer Resources)*: Non-profit Outreach website to provide free resources for consumers on debt, contracting, and other common consumer issues.
- *"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](http://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, *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 Wittermyer 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, *Accessing 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:**

- *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-present)(ongoing every spring).
- Amy J. Schmitz, Presenter, *What to Expect in Law School*, University of Colorado Phi Alpha Delta Pre-Law Society, Boulder, CO (Spring 2012).

- Amy J. Schmitz, Presenter, *Invigorating Pedagogy and Scholarship Through Service-Learning*, 2009 Faculty Teaching Excellence Program, University of Colorado, Boulder, CO (Feb. 2010).
- Amy J. Schmitz, Presenter, *Fine Print Foils*, Faculty and Staff Colloquium, University of Colorado School of Law, Boulder, CO (March 16, 2010).
- Amy J. Schmitz, Panel Organizer and Presenter (with Squillace, Cantrell, and England), *Engaging Minds and Community at CU Law*, 2009 Building Inclusiveness Conference, University of Colorado, Colorado Springs, CO (May 15, 2009).
- Amy J. Schmitz, Presenter, *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).
- Amy J. Schmitz, Presenter, *Debt and Credit Cards*, 2009 Law School Orientation, University of Colorado School of Law, Boulder, CO (Aug. 16, 2009).
- Amy J. Schmitz, *Engaging Minds through Service Learning*, invited presentation at University of Wisconsin Law School, Madison, WI (March 27, 2007).
- Amy J. Schmitz, *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**

- *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).
- *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](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](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).
- *Creditslips.org*, Featured Guest Blogger (Aug. – Dec. 2012).
- *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).

## **TEACHING ACCOMPLISHMENTS**

- *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

## **GRANTS AND AWARDS**

- *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

## **SERVICE AND VOLUNTEER WORK**

### **Law School Service:**

- *Chair of the Law School Public Service Committee (2015-present); Member (2014-present)*
- *Law School Policy, Management & Budget Committee (2015-present)*
- *Law School Academic and Student Affairs Committee (2014-2015)*
- *Consumer Empowerment; Law School Public Service Pledge Project (2014-present)*
- *Law School Bar Exam Task Force (2014 – present)*
- *Law School Admissions Committee ((2001-2002, 2006-2007, 2013-present)*
- *Law School Faculty Evaluation Committee (2008-2009, 2011-2013)*
- *Law School Public Interest Committee (2012-present)*

- *Law School Public Interest Fellowship Task Force (2011-present)*
- *Law School Study Abroad Liaison and Advisor (2010-present)*
- *Secretary, Colorado Chapter Order of the Coif (2006-present)*
- *Adjunct Mentor (2003-present)*
- *University of Colorado Women's Law Caucus Advisor (2001-present)*
- *University of Colorado Women's Law Caucus Fellowship Review Committee (2001-present)*
- *Christian Legal Society Advisor (2013 – present)*
- *1L Advisor (2005-present)*
- *Bar Prep Coach (2013)*
- *Juris Doctor/Master of Urban & Regional Planning (JD/MURP) Advisor (2009-2013)*
- *Construction and Real Estate Law Association Advisor (2003-present)*
- *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 Service:**

- *University of Colorado Study Abroad Committee (2008-present)*
- *University of Colorado Institute for Ethical and Civic Engagement (2004-2014); IECE Steering Committee (2009-present)*
- *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 Assoc. of Law Schools Executive Committee for the Section on Commercial and Related Consumer Law (2010-present)(chosen nationally)*
- *Invited Expert to the UNCITRAL ODR Working Group (2014 March meeting)*
- *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)*
- *American Bar Association (ABA) Liaison for International Law and Delegate to the UNCITRAL ODR Working Group (2012-present).*
- *Colorado Bar Association (CBA) International Commercial Arbitration Task Force (2014 to present)*
- *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)*
- *Tradelogics Advisory Board (invited board member for an ADR online education initiative at www.tradelogics.org).*
- *Modria, Inc. (consulting on ODR issues)*
- *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: Washington, Minnesota, and U.S. Court of Appeals*

**Greater Community Service:**

- *Boulder County Department of Housing and Human Services (2007-present):* Consumer skills seminar, booklet, and on-going consultation and resource for consumers in need
- *Sister Carmen (2010-present):* 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)*