14 Criteria Used by Virtual Mediation Lab Mediators to Review Online Video Conferencing Software for Online Mediation

1. Intuitive User Interface
2. Easy and Simple to Use (for the mediator and, more importantly, for the parties who, most likely, have never participated in an online mediation before)
3. Easy For the Mediator to Set Up and Switch Between Joint and Private sessions with the Parties
4. Good Video/Audio Quality
5. Supports Mobile Devices (Parties can participate in an online mediation not only with their PC or Mac but also with their mobile device: Ipad, Iphone or Android)
6. Security and Privacy (e.g. The online mediation can be password protected. And the parties don’t need to share any private information about themselves: e.g. usernames or email addresses)
7. Documents/Screen Sharing
8. Video Sharing
9. Annotation and Collaboration (e.g. the mediator and the parties can highlight and point everybody’s attention to specific parts of the information they are sharing on their screens)
10. Online Whiteboard (e.g. for writing up a "Memorandum of Understanding" or the agenda for the mediation session)
11. Chat (to be used primarily as Plan B - if there are some video/audio connection problems before or during the online mediation)
12. Low Cost
13. Phone Call-in Number (so parties who don't have a PC, Mac or smart phone can participate in an online mediation with their landline or cellular phone)
14. Parties’ Gallery View (the mediator can see the parties next to each other on his or her screen, and observe their body language while they or someone else are talking)