# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>xxix</td>
</tr>
<tr>
<td>Preface</td>
<td>xxxii</td>
</tr>
<tr>
<td>Acknowledgment</td>
<td>xxxvii</td>
</tr>
<tr>
<td><strong>Volume I</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Section I</strong></td>
<td></td>
</tr>
<tr>
<td>Interorganizational Collaboration in Education</td>
<td></td>
</tr>
<tr>
<td>Chapter I</td>
<td></td>
</tr>
<tr>
<td>E-Research Collaboration, Conflict and Compromise</td>
<td>1</td>
</tr>
<tr>
<td><em>Frances Deepwell, Coventry University, UK</em></td>
<td></td>
</tr>
<tr>
<td><em>Virginia King, Coventry University, UK</em></td>
<td></td>
</tr>
<tr>
<td>Chapter II</td>
<td>16</td>
</tr>
<tr>
<td>Inter-Organizational E-Collaboration in Education</td>
<td></td>
</tr>
<tr>
<td><em>Susanne Croasdaile, Virginia Commonwealth University, USA</em></td>
<td></td>
</tr>
<tr>
<td>Chapter III</td>
<td>30</td>
</tr>
<tr>
<td>Cultural Issues in Global Collaborative Education</td>
<td></td>
</tr>
<tr>
<td><em>Kumiko Aoki, National Institute of Multimedia Education (NIME), Japan</em></td>
<td></td>
</tr>
<tr>
<td>Chapter IV</td>
<td>43</td>
</tr>
<tr>
<td>The Development of Collaborative Structures to Support Virtual Classes</td>
<td></td>
</tr>
<tr>
<td><em>Ken Stevens, Memorial University of Newfoundland, Canada</em></td>
<td></td>
</tr>
<tr>
<td>Chapter V</td>
<td>54</td>
</tr>
<tr>
<td>Experiences in Collaboration in Distance Education from the Caribbean,</td>
<td></td>
</tr>
<tr>
<td>Looking Beyond Electronic</td>
<td></td>
</tr>
<tr>
<td><em>Christine Marrett, University of the West Indies, Open Campus, Jamaica</em></td>
<td></td>
</tr>
</tbody>
</table>
Chapter VI
Collaboration and Networks: Basis for the Management Based on Knowledge in Education .......... 74
Neli Maria Mengalli, Pontifícia Universidade Católica de São Paulo, Brazil
Maria Elizabeth Bianconcini de Almeida, Pontifícia Universidade Católica de São Paulo, Brazil

Chapter VII
Hybrid Synergy for Virtual Knowledge Working................................................................. 83
Niki Lambropoulos, London South Bank University, UK
Panagiotis Kampylis, University of Jyväskylä, Finland
Sophia Papadimitriou, Greek Educational Television, Greek Ministry of Education & Religious Affairs, Greece
Marianna Vivitsou, University of Helsinki, Finland
Alexander Gkikas, Greek Ministry of Education & Religious Affairs, Greece
Nikos Minaoglou, Greek Ministry of Education & Religious Affairs, Greece
Dimitris Konetas, University of Ioannina, Greece

Chapter VIII
Collaborative Partnerships and the Application of ICTs in Secondary Education in South Africa ........................................................................................................... 103
Chijioke J. Evoh, The New School University, USA

Chapter IX
Technology Leverages a Community University Collaboration........................................... 130
Sandra J. Chrystal, University of Southern California, USA

Chapter X
Creating Synergy for Inter-Cultural Learning ................................................................. 142
Tine Köhler, George Mason University, USA
Michael Berry, Turku School of Economics, Finland

Chapter XI
A Training Design for Behavioral Factors in Virtual Multicultural Teams ................. 159
Iris C. Fischlmayr, Johannes Kepler University, Austria

Chapter XII
Working Collaboratively on the Digital Global Frontier................................................ 177
Jennifer V. Lock, University of Calgary, Canada
Petrea Redmond, University of Southern Queensland, Australia

Chapter XIII
Engineering for Interdisciplinary Collaboration............................................................... 192
John D. Murphy, University of Nebraska at Omaha, USA
Alanah J. Davis, University of Nebraska at Omaha, USA
Justin M. Yurkovich, University of Nebraska at Omaha, USA
Chapter XIV
Back to Basics: Electronic Collaboration in the Education Sector

Darren Lee Pullen, University of Tasmania, Australia
Margaret Baguley, University of Tasmania, Australia
Ann Marsden, University of Tasmania, Australia

Chapter XV
Designing University Techscapes

Elizabeth DePoy, University of Maine, USA
Stephen Gilson, University of Maine, USA

Chapter XVI
Scholarly Collaboration Across Time Zones

Kathy Lynch, University of the Sunshine Coast, Australia
Aleksej Heinze, University of Salford, UK
Elise Scott, University of Cape Town, South Africa

Chapter XVII
Stepping into the Role of Professional Writer

Christine Aikens Wolfe, Carlow University, USA
Cheryl North-Coleman, University of Maryland, Baltimore County, USA
Shari Wallis Williams, University of Arkansas Little Rock, USA
Denise Amos, University of Louisville, USA
Glorianne Bradshaw, Valley Elementary School, USA
Toby Emert, Agnes Scott College, USA
Margaret Simon, Iberia Parish Public Schools, USA
Shelly Unsicker, Central Junior High, USA

Chapter XVIII
Collective Identity and Learning in a Virtual Team

Garry G. Burnett, George Washington University, USA
Mary J. Granger, George Washington University, USA

Chapter XIX
E-Social Constructivism and Collaborative E-Learning

Janet Salmons, Vision2Lead, Inc., USA & Capella University, USA

Chapter XX
Social and Distributed Cognition in Collaborative Learning Contexts

Jeffrey Mok, Miyazaki International College, Japan
Chapter XXI
Modeling the Model for Distributed Learning................................................................. 312
Qing Li, University of Calgary, Canada
Susan Crichton, University of Calgary, Canada

Chapter XXII
Capacity of an Electronic Portfolio to Promote Professionalism, Collaboration and
Accountability in Educational Leadership........................................................................ 328
Kathryn Dixon, Curtin University of Technology, Australia
Robert Dixon, Curtin University of Technology, Australia

Chapter XXIII
E-Mail Reflection Groups as Collaborative Action Research................................................. 349
Robert J. Redmon Jr., Midwestern State University, USA

Chapter XXIV
Integrating Student Peer Mentoring Online.......................................................................... 362
Janet L. Holland, Emporia State University, USA

Chapter XXV
Outcomes of Computer Mentoring..................................................................................... 378
Rosemarie Reynolds, Embry Riddle Aeronautical University, USA
Michael T. Brannick, University of South Florida, USA

Chapter XXVI
Rubric to Determine a Quality Online Discussion Posting .................................................. 387
Linda L. Larson, McNeese State University, USA
Paul Boyd-Batstone, California State University, USA
Carole Cox, California State University, USA

Volume II

Section II
Interorganizational Collaboration in Business

Chapter XXVII
Instrumental and Social Influences on Adoption of Collaborative Technologies in
Global Virtual Teams........................................................................................................ 400
Andre L. Araujo, College of William & Mary, USA
Chapter XXVIII
Collaborative Synergy and Leadership in E-Business...................................................... 409

Kenneth David Strang, Central Queensland University, Australia

Chapter XXIX
Overview on Information Systems and Tools for Collaborative Enterprise: Business Impacts and Managerial Issues............................................................... 435

Gilliean Lee, Lander University, USA
Steffan Holmquist, Capsugel, USA

Chapter XXX
Trust, Social Networks and Electronic Commerce Adoption........................................ 452

Apivut Chakuthip, Griffith University, Australia
Yvonne Brunetto, Griffith University, Australia
Rod Farr-Wharton, University of the Sunshine Coast, Australia
Sheryl Ramsay, Griffith University, Australia

Chapter XXXI
A Proposition for Developing Trust and Relational Synergy in International e-Collaborative Groups.......................................................... 472

Bolanle A. Olaniran, Texas Tech University, USA

Chapter XXXII
Supporting Inter-Business Collaboration via Contract Negotiation and Enactment ........ 487

Peter Rittgen, University College of Borås, Sweden

Chapter XXXIII
The Limits of Anytime, Anywhere Customer Support.................................................. 500

Larry R. Irons, University of Missouri, USA

Chapter XXXIV
KMMaster® for Collaboration and Knowledge Management....................................... 516

Tobias Müller-Prothmann, Pumacy Technologies AG, Germany
Ingo Frost, Pumacy Technologies AG, Germany

Chapter XXXV
Ultimate Performance in a Highly Functioning Team.................................................. 531

Steven Jeddeloh, Capella University, USA

Chapter XXXVI
Globalizing a Function within a Company................................................................. 546

Theresa Rich, Change Management Consultant, General Motors Corporation, USA
Lois Lukens, Change Management Consultant, General Motors Corporation, USA
Chapter XXXVII
Integrating Web 2.0 Technologies within the Enterprise ........................................ 560
R. Todd Stephens, AT&T Corporation Collaboration & Online Services, USA

Section III
Interorganizational Collaboration in Government and Social Sector

Chapter XXXVIII
An Evaluation of ‘Linking for a Change’........................................................................ 579
Mairi Stewart Kershaw, South Bank University, London, UK

Chapter XXXIX
Collaboration in the Service of Knowledge Co-Creation for Environmental Outcomes, Science and Public Policy ................................................................. 599
Lynn Wilson, SeaTrust Institute, USA

Chapter XL
Networked Experiments in Global E-Science ............................................................... 615
Diego Liberati, Italian National Research Council, Italy

Chapter XLI
ICT to Facilitate Emergency Response in The Netherlands........................................ 626
Jeroen Wolbers, Utrecht University, The Netherlands
Peter Groenewegen, VU University Amsterdam, The Netherlands
Pieter Wagenaar, VU University Amsterdam, The Netherlands

Chapter XLII
Enhancing Collective Memory with a Community Repository..................................... 637
Elena Corradini, Comune di Ala, Ufficio Biblioteca e Archivio Storico, Italy

Chapter XLIII
ICT and Tourism Enterprise Collaboration in Rural New Zealand................................ 651
Simone Milne, New Zealand Tourism Research Institute, Auckland University of Technology, New Zealand
Vanessa Clark, New Zealand Tourism Research Institute, Auckland University of Technology, New Zealand
Ulrich Speidel, New Zealand Tourism Research Institute, Auckland University of Technology, New Zealand
Carolyn Nodder, New Zealand Tourism Research Institute, Auckland University of Technology, New Zealand
Nathaniel Dobbin, New Zealand Tourism Research Institute, Auckland University of Technology, New Zealand
Chapter XLIV
2007 Leadership and Human Resources Training in Rwanda ............................................................ 664
   Ruby Braye, Wu Li Turtle Corporation, USA
   Eric Evans, Peak Learning Companies Inc., USA

Chapter XLV
Collaboration through Municipal Motivators ...................................................................................... 679
   James L. Smith, University of Wisconsin-Stout, USA

Chapter XLVI
Understanding the Dialectic Relationship between Intra- and Inter-Organizational Cooperation .......................................................... 695
   Keith Baker, University of Southampton, UK

Chapter XLVII
Electronic Collaboration Toward Social Health Outcomes ........................................................ 710
   Rakesh Biswas, Manipal University, Melaka Manipal Medical College, Malaysia
   Jayanthi Maniam, Sunway College, Malaysia
   Edwin Wen Huo Lee, Intel Malaysia Innovation Center, Malaysia
   Shashikiran Umakanth, Manipal University, Melaka Manipal Medical College, Malaysia
   Premalatha Gopal Das, Manipal University, Melaka Manipal Medical College, Malaysia
   Sumit Dahiya, Manipal University, Melaka Manipal Medical College, Malaysia
   Sayeed Ahmed, Manipal University, Melaka Manipal Medical College, Malaysia

Chapter XLVIII
Technology Enhanced Collaborative Leadership Development ........................................................................ 725
   Beverly-Jean Daniel, York University, Canada
   April Boyington Wall, Capella University School of Business and Technology, Canada

Chapter XLIX
Lessons Learned from the NASA Astrobiology Institute .................................................................... 741
   Lisa Faithorn, NASA Ames Research Center, USA
   Brauch S. Blumberg, Fox Chase Cancer Center, USA

Chapter L
Online Collaborative Integration and Recommendations for Future Research ........................................ 757
   Lynn Wilson, SeaTrust Institute, USA
   Janet Salmons, Vision2Lead, Inc., USA & Capella University, USA