Table of Contents

Preface ........................................................................................................................................... xxi

Section 1
Planning and Developing E-Learning Tools

Chapter 1
Enterprise System Development in Higher Education ...................................................... 1
   Bongsug Chae, Kansas State University, USA
   Marshall Scott Poole, Texas A&M University, USA

Chapter 2
The Selection of a New Student Administration System at University of Southland ......................................................... 24
   Nelly Todorova, University of Canterbury, New Zealand
   Julie Falls-Anderson, University of Canterbury, New Zealand

Chapter 3
An Inquiry into the Policies and Practices for Online Education at One U.S. Doctoral/Research-Extensive University: A Case Study ......................................................... 43
   Peter A. Bruce, University of Utah, USA
   Robert Z. Zheng, University of Utah, USA

Chapter 4
Building an Interactive Fully-Online Degree Program..................................................... 66
   Jennie Mitchell, Saint Mary-of-the-Woods College, USA
   Daesang Kim, Saint Mary-of-the-Woods College, USA

Chapter 5
Introducing ICT-Services in a University Environment .................................................... 89
   Simon B. Heilesen, Roskilde University, Denmark
Chapter 6
Planning and Implementing Online Programs: A Case Study in the Graduate School of Education at the State University of New York at Buffalo............. 106
   Kay Bishop, SUNY Buffalo, USA
   Christine Kroll, SUNY Buffalo, USA

Section 2
E-Learning Tool Implementation and Evaluation

Chapter 7
ERP Implementation in Higher Education: An Account of Pre-Implementation and Implementation Phases.............................................................. 128
   Adekunle Okunoye, Xavier University, USA
   Mark Frolick, Xavier University, USA
   Elaine Crable, Xavier University, USA

Chapter 8
Breaking the Ice: Organizational Culture and the Implementation of a Student Management System................................................................................ 157
   Lindsay H. Stuart, University of Canterbury, New Zealand
   Ulrich Remus, University of Canterbury, New Zealand
   Annette M. Mills, University of Canterbury, New Zealand

Chapter 9
Implementing Virtual Career Counseling and Advising at a Major University......................................................................................... 174
   Shane Haberstroh, The University of Texas at San Antonio, USA
   Shirley Rowe, The University of Texas at San Antonio, USA
   Stefanie Cisneros, The University of Texas at San Antonio, USA

Chapter 10
A Case of an IT-Enabled Organizational Change Intervention:
The Missing Pieces ........................................................................ 190
   Bing Wang, Utah State University, USA
   David Paper, Utah State University, USA

Chapter 11
A Statewide Transition from Campus to Centralized System:
Challenges and Accomplishments ....................................................... 213
   Joseph Barjis, University of Wisconsin - Stevens Point, USA
Chapter 12
Critical Issues in Evaluating Education Technology ........................................ 230
   Nafisat Afolake Adedokun-Shittu, International Islamic University, Malaysia
   Abdul Jaleel Kehinde Shittu, University Utara, Malaysia

Chapter 13
Lab Development for Delivering Information Systems Courses Online at Small Campuses ................................................................. 246
   Li Chao, University of Houston - Victoria, USA

Section 3
Faculty Development and E-Learning Delivery

Chapter 14
Developing an Online Community to Promote Engagement and Professional Learning for Pre-Service Teachers Using Social Software Tools ............... 268
   Catherine McLoughlin, Australian Catholic University, Australia
   Mark J.W. Lee, Charles Sturt University, Australia

Chapter 15
Faculty Development in Instructional Technology in the Context of Learning Styles and Institutional Barriers ................................................................. 286
   Robson Marinho, Andrews University, USA

Chapter 16
Sharing Insights: Teachers’ Problems and Accomplishments in their Online Day-to-Day Teaching ................................................................. 340
   Carmen Pérez-Fragoso, Universidad Autónoma de Baja California, México

Chapter 17
The Adjunct’s Role in Delivering Quality Online Instruction ....................... 359
   Laurie Bedford, Professional Development Consultant and Adjunct Faculty, USA

Chapter 18
E-Learning Quality: A Look towards the Demands of its Good Practices ....... 388
   Marta Mena, Open and Distance Education International Counsel for Latin America and the Caribbean, Argentina
Chapter 19
Developing a Learning Organization Model for Problem-Based Learning: The Emergent Lesson of Education from the IT Trenches ........................................ 404
Kam Hou Vat, University of Macau, China

Section 4
Advances in Virtual Learning Tools and Services

Chapter 20
Education Balanced Scorecard for Online Courses: Australia and US Best-Practices............................................................................................................ 442
Kenneth David Strang, University of Atlanta, USA & University of Technology, Australia

Chapter 21
Building an Online Undergraduate Module from a Graduate Module: A Case Study........................................................................................................ 464
Paul Darbyshire, Victoria University, Australia
Geoffrey A. Sandy, Victoria University, Australia

Chapter 22
The UAB Virtual Campus: An Essential Platform for a European Higher Education Environment .................................................................................... 482
José Manuel Yábar, Universidad Autónoma de Barcelona, Spain
Jesús Hernández, Universidad Autónoma de Barcelona, Spain
Pedro López Roldán, Universidad Autónoma de Barcelona, Spain
Joaquim Castellà, Universidad Autónoma de Barcelona, Spain

Chapter 23
EVAINU Research: New Virtual Learning Environments for Educational Innovation at University ...................................................................................... 495
Alejandra Bosco, Autonomous University of Barcelona, Barcelona

Chapter 24
Excellence in Virtual Education: The Tutor Online Approach.............................. 510
Ángeles Bosom, University of Salamanca, Spain
Elisa Fernández, University of Salamanca, Spain
Maria José Hernández, University of Salamanca, Spain
Francisco José García, University of Salamanca, Spain
Antonio Seoane, University of Salamanca, Spain
Chapter 25
Requirements Analysis and Implementation: Converting a Student Survey of Faculty Teaching System from Paper-Based to Web-Based.............................. 526

Ali Ardalan, Old Dominion University, USA
Roya K. Ardalan, Old Dominion University, USA
Samuel Coppage, Old Dominion University, USA

Compilation of References .............................................................................. 540

About the Contributors ................................................................................... 574

Index.................................................................................................................. 587