Table of Contents

Preface ..................................................................................................................................................xiii

Section 1
Learning Management and Administration

Chapter 1
Evaluation of Transversal Competences of the Engineering Students and their Relation to the
Enterprise Requirements ..........................................................................................................................1
José Luis Sánchez de la Rosa, University of La Laguna, Spain
Silvia Alayón Miranda, University of La Laguna, Spain
Carina Soledad González, University of La Laguna, Spain

Chapter 2
Academics’ ICT Capabilities in a New Educational Paradigm in Developing Countries: A Capability
Approach ...............................................................................................................................................18
Agnes Chigona, Cape Peninsula University of Technology, South Africa
Rabelani Dagada, Witwatersrand University, South Africa

Chapter 3
Virtual and Interactive Learning (VIL) in Transformation and Imparting Education in the Digital
Era ......................................................................................................................................................33
P. Srinivas Subba Rao, Maharajah’s Post Graduate College, India
P. Suseela Rani, TRR College of Engineering & Technology, India

Chapter 4
Principles of Concurrent E-Learning Design ....................................................................................48
Knut Arne Strand, Sør-Trøndelag University College, Norway
Arvid Staupe, Norwegian University of Science and Technology, Norway
Tor Atle Hjeltines, Sør-Trøndelag University College, Norway
Section 2
Knowledge Management

Chapter 5
Knowledge Management Model for Electronic Textbook Design ...................................................... 77
  Elena Railean, Informational Society Development Institute, Republic of Moldova

Chapter 6
Institutional Knowledge Repositories: Enterprise Content Management in Academics ...................... 93
  Gayatri Doctor, CEPT University, India

Chapter 7
Learn to Learn to Integrate ERP-Systems and Content Knowledge Using Problem Based Learning and Cases: A Swedish Business School’s Experiences ................................................................. 108
  Annika Andersson, USBE, Umea School of Business and Economics, Sweden

Chapter 8
Towards an Ontology-Based Educational Information System ........................................................... 123
  Erika Nyitrai, Eötvös Loránd University, Hungary
  Balázs Varga, Eötvös Loránd University, Hungary
  Adam Tarcsi, Eötvös Loránd University, Hungary

Section 3
ERP Adoption and Implementation

Chapter 9
ERP Adoption: Is it Worth the Investment? ............................................................................................. 146
  Jorge A. Romero, Towson University, USA

Chapter 10
Business Process Simulation in Academia .............................................................................................. 155
  Y. Callero, University of La Laguna, Spain
  R. M. Aguilar, University of La Laguna, Spain
  V. Muñoz, University of La Laguna, Spain

Section 4
Customer Relationship Management

Chapter 11
CRM for Academic Institution and Universities .................................................................................... 171
  Viral Nagori, GLS Institute of Computer Technology, India
Chapter 12
ERP Modules for Industry-Institute Interaction, Training and Placement, and Alumni Management ................................................................. 178
                   P. A. Khatwani, Sarvajanik College of Engineering Technology, India
                   K. S. Desai, Sarvajanik College of Engineering Technology, India

Section 5
Course and Curriculum Development

Chapter 13
Design, Development, and Implementation of an ERP Security Course ................................................................. 186
                   Theodosios Tsiakis, Alexandrian Technological Educational Institute of Thessaloniki, Greece
                   Theodoros Kargidis, Alexandrian Technological Educational Institute of Thessaloniki, Greece

Chapter 14
University of Ottawa Department of Family Medicine Faculty Development Curriculum Framework ................................................................. 197
                   Colla J. MacDonald, University of Ottawa, Canada
                   Martha McKeen, University of Ottawa, Canada
                   Donna Leith-Gudbranson, University of Ottawa, Canada
                   Madeleine Montpetit, University of Ottawa, Canada
                   Douglas Archibald, University of Ottawa, Canada
                   Christine Rivet, University of Ottawa, Canada
                   Rebecca J. Hogue, University of Ottawa, Canada
                   Mike Hirsh, University of Ottawa, Canada

Compilation of References ......................................................................................................................................................... 216

About the Contributors ................................................................................................................................................................. 231

Index ......................................................................................................................................................................................... 238