About the Authors

The editor of this book, **Claude Ghaoui** (BSc, MSc, PhD, all in computer science), is a senior lecturer in computer systems (since 1995) at the School of Computing and Mathematical Sciences, Liverpool JMU, UK. Her research interests and expertise are mainly in human computer interaction, multimedia/Internet technology and their applications in education. From 1991 to 1995, she worked at the Computer Science Department of Liverpool University as a publishing director of an active R&D group of 25 staff headed by Prof. Rada, who is now at the University of Maryland, USA. This involved managing the electronic and paper publishing activities of the group, as well as pursuing research, related to European projects, and some teaching. Prior to that, she worked at IBM as a researcher and at Kuwait University as a lecturer in computing (1982-1990). She passionately promotes the use of IT for the provision of innovative and flexible learning. She has numerous publications in this area and has been invited to organize a number of international workshops since 1994. She is a UK correspondent for EUROMICRO (since 1998) and served on programme committees for several international HCI/multimedia conferences. Since 2000, she has been an advisor for eUniservity (UK-based), which promotes and provides online learning. She coedited a book on medical multimedia in 1995. A new book, by Dr. Ghaoui, called *E-Educational Applications: Human Factors and Innovative Approaches* (IRM Press, USA), is currently in progress and planned to appear in 2004.

* * *

From an interdisciplinary background in psychology, ergonomics and computing, **Anne Adams** has developed a wide range of research interests varying from digital libraries to security and HCI, the social impacts of technology, CSCW and qualitative methods in HCI. Her research into security and usability has reviewed authentication mechanisms and users’ perceptions of privacy within multimedia applications. Previous research projects were based within a variety of organizations from industry (i.e., telecommunications and building) to clinical and academic settings. Her
current research at Middlesex University, UK, extends from the effect of social structures on technology introduction to the impacts technology has on society.

David Andrew is the programme leader for the postgraduate certificate in learning and teaching and faculty coordinator in learning and teaching at the University of North London, UK.

Mirela Arion is a lecturer at the Department of Special Education, Faculty of Psychology and Educational Sciences, Babes-Bolyai University, Cluj-Napoca, Romania. She graduated with a degree in electronics and telecommunications in 1982 and worked in a research institute for computer sciences as an analyst/programmer. Since 1990, she has lectured at the university. Most of her teaching has been concerned with information technology for special needs education and research methods in education. Her research has concentrated on psychosocial factors involved in human-computer interaction and access to education for visually impaired students. She is now finishing her PhD, concentrated on online education. She is coordinator of the Centre for Educational Technology Transfer at the university.

Sami Baffoun is a graduate student at the Computer Science Department of Université Laval, Quebec, Canada. His master’s degree was codirected by Dr. Boulet and Dr. Belkhiter. He is currently a PhD candidate at the Polytechnic School in Montréal.

Nadir Belkhiter is a professor at the Computer Science Department, Faculty of Science and Engineering, Université Laval, Quebec, Canada. He received MS and PhD degrees in computer science from the Institut National des Sciences Appliquées (INSA) of Lyon, France, in 1982 and 1985, respectively. His teaching and research works concern human-computer interaction, database theory, information retrieval and decision support. Web: http://www.ift.ulaval.ca/~belkhiter

J. Bernardes is a sociologist, specialising in the study of family life, with a long-standing interest in the use of IT in teaching and learning. His textbook (Family Studies: An Introduction, Routledge, 1997) has recently been made available as an “ebook” (see the Taylor and Francis Web site for download). Jon uses IT to support all his current teaching and is experimenting in using IT delivery (content and assessment) at the University of Wolverhampton, UK. Current experiments include the use of streaming video for classroom exercises and exploring the use of assessment weighting to encourage online participation.

Ann Blandford is a senior lecturer at the UCL Interaction Centre, UK, and a visiting professor at Middlesex University, UK. She teaches and conducts research on
usability of interactive systems. She obtained her PhD in artificial intelligence and education from the Open University in 1991. Her earlier work was on computer-based learning, particularly to support students of engineering design. More recently, her work has focused primarily on the design of usable systems; this has involved the use of both formal modelling techniques to reason about design and also empirical investigations on the use of various artefacts. Much of her current work is concerned with the design and use of digital libraries in educational, health-care and commercial settings.

**Bernard Blandin** holds a PhD in sociology and is senior consultant, head of the CESI-ONLINE Department and adviser to the managing director of CESI Group, France (http://www.cesi.fr). His expertise is rooted in research and evaluations of more than a hundred of open and distance learning, collaborative learning or e-learning projects funded by the French Ministry of Employment, by the European Commission within the framework of the Leonardo da Vinci programme and by the European Social Fund programmes. Since 1987, he has contributed to several books and has published a large number of papers in French and in English.

**Marie-Michèle Boulet** is a full professor at the Université Laval, Quebec, Canada. Since 2000, she has taught the uses of music technology for teaching and learning at the Faculty of Music. Previously, she spent several years as a full professor at the Computer Science Department. As she holds three master’s degrees (MA, MMus, MBA) and a PhD, Dr. Boulet’s research focuses on interdisciplinary projects. Web: http://www.mus.ulaval.ca/boulet

**David Cahill** is a consultant senior lecturer in obstetrics and gynaecology in the University of Bristol, UK. Appointed to that post in 1996, he had developed interests in undergraduate and postgraduate education, particularly the appropriate use of information technology and delivery of such courses. He has developed an undergraduate Web site (www.rchn.org.uk) for the University of Bristol students taking his course. With Julian Jenkins he has been involved in the growth and development of the postgraduate medical Web site (www.repromed.org.uk). He also is interested in the uptake of Web site information by students and the evaluation of undergraduate and postgraduate examination techniques.

**Julian Cook** works for the Learning Technology Support Service at the University of Bristol, UK, advising and training academic staff in learning technologies. Since 1996 Julian has also evaluated the role and potential of learning technologies. These include an Internet course in reproductive medicine run from the University of Bristol, and TeleDent, providing expert advice and postgraduate training to dentists through communications technologies. Most recently he has reviewed virtual and managed learning environments across UK medical education. He has authored a
number of significant publications on these topics and has presented at national and international learning technology and medical education conferences.

**Jacqueline Dempster** is head of educational technology in the Centre for Academic Practice at the University of Warwick, UK. She has an academic background in biological sciences and has been involved in academic development and the application of educational technologies in higher education for nearly 10 years. She has been a member of executive committees of the Association for Learning Technology for five years and currently contributes to the membership committee of the Institute for Learning and Teaching, working towards professional development support and accreditation for learning technologists. She is currently project manager for three consortium-based national projects funded by HEFCE under a variety of teaching and learning programmes (TLTP3, FDTL3, JISC DNER 5/99).

**Philip Duchastel** received his doctorate in instructional systems and has been involved in instruction via computers since the 1970s. In the 1990s, he directed the establishment online of a series of courses providing graduate education at a distance. He was also the chief learning officer for a dot-com start-up offering services throughout Latin America. Dr. Duchastel is the director of the online Information Design Atelier, USA, where his interests center on learning theory, human-computer interfacing, and information philosophy.

**Clermont Dupuis** received a BS degree in mathematics and computer science from Sherbrooke University, Canada, in 1979, and MS and PhD degrees in operational research from Montreal University, Canada, in 1981 and 1984, respectively. In 1983, he joined the Faculty of Sciences and Engineering at Laval University, Quebec, Canada. He is currently teaching simulation, computer graphics and object-oriented programming. His current research interests include operational research and computer graphics. Web: http://www.ift.ulaval.ca/~dupuis

**Gordon Dyer** joined the Open University, UK, in 1978 as a technology staff tutor. In 1985 he was appointed deputy regional director for the East of England and tenured as senior lecturer in this post till 1999. He has taught courses offered by both the Open University Business School and Faculty of Technology and is experienced in using CMC and online methods for tuition. Now retired from full-time employment he continues with consultancy and teaching contracts with the OU. He has over 40 published papers/articles/book chapters, primarily in the field of social system design.

**Giancarlo Fortino** is an assistant professor of computer science in the Department of Electronics, Informatics, and Systems Science at the University of Calabria, Italy, where he is a lecturer of computer science introductory courses and information
systems courses. His technical interests are mainly focused on distributed and multimedia systems. He is currently active on research projects concerning collaborative and on-demand multimedia systems over the Internet, code mobility-based middleware and frameworks for highly dynamic distributed and GRID computing. In 1997 and 1999, he worked as a visiting researcher at the International Computer Science Institute (ICSI), Berkeley, California, USA. He has a PhD in computer science from the University of Calabria. He is a member of ACM, and IEEE Computer Society.

Elizabeth Furtado holds a PhD in computer science and teaches in the master of computer science programme at the University of Fortaleza, Ce, Brazil. Her experience includes teaching HCI concepts using a distance online learning system and being the leader of the project TeleCadi, related to case-based reasoning on teacher’s formation. Her research themes are the following: human-computer interaction (HCI), hypermedia and multimedia applications, intelligent user interfaces (IUI), tools for working with guidelines (TFWWG), and user interface development. She has been an invited speaker in many conferences in Brazil, an organizer of the 1st meeting of WISE1999 and IHC2002, And a reviewer of many conferences in HCI.

João José Vasco Furtado holds a PhD in computer science and teaches in the master of computer science programme at the University of Fortaleza, Ce, Brazil. His experience includes teaching knowledge acquisition and artificial intelligence. His research themes are the following: case-based reasoning methods, knowledge representation, and learning organization. He is a member of the project TeleCadi, related to case-based reasoning on teacher’s formation and an invited speaker for a meeting in IBM (1991, Brazil). He has many publications, mainly in FLAIRS, 1995, SCAI-95, SIG/CR1995, FLAIRS 98, ECML98, 1998. AIDA 1999.

Floriana Grasso obtained a “laurea summa cum laude” in information science at the University of Bari, Italy, in 1993, with her final dissertation in artificial intelligence in medicine. After the thesis, she worked as a research assistant at the same university for three years before taking a research associate position at the Department of Computing and Electrical Engineering at Heriot Watt University, Edinburgh, UK. Since 1999, she has been a lecturer in the Department of Computer Science of the University of Liverpool, UK, where she is also now deputy director of the university’s e-Learning Unit. Her main research interests range over two main streams: computational linguistics and cognitive modelling, with specific interests in natural language argumentation/negotiation, and modelling of cognitive aspects, personalities, emotions and other extra-rational features of believable agents.

Anders Hagström is project manager of ETH World at the Swiss Federal Institute of Technology Zurich, Switzerland. Before joining ETH he worked with continuing
education and professional development at Helsinki University of Technology, the International Association for Continuing Engineering Education (IACEE), the University of Cambridge and the European Federation of National Engineering Associations (FEANI). Email: hagstroem@ethworld.ethz.ch

Following graduation from the University of Southampton Medical School in 1982, **Julian Jenkins** specialised clinically in reproductive medicine while developing an academic interest in applying information technology to medical practice, education and research. He came to the University of Bristol, UK, as a consultant senior lecturer in 1995. His past positions include codirector of the national Computers in Teaching Centre for Medicine. His current positions include membership of the Senate of the University of Bristol, chairman of the South West Region Obstetrics & Gynaecology committee, and associate medical director in information management and technology for the United Bristol Healthcare Trust.

**Athanasis Karoulis** has a BSc in mathematics from Aristotle University of Thessaloniki, Greece; a degree in educational technologies from the University of Macedonia, Greece; a degree in open and distance learning from the Hellenic Open University; a master’s in information systems from the University of Macedonia; and a PhD in informatics, in the domain of human-computer interaction from Aristotle University of Thessaloniki. He is currently active as an instructor in educational technologies for secondary education, as a multimedia and Web project manager, and as a researcher in the domains of HCI and of distance learning, regarding the application of new technologies at the Department of Informatics at Aristotle University. He is an author of two books and coauthor of another five which are published in Greece, and he has managed more than six multimedia projects. His scientific interests are human-computer interaction, multimedia and Web design, educational technologies and distance learning.

**Bridget Khursheed**, senior project manager for the Technology-Assisted Lifelong Learning (TALL) group at the University of Oxford, UK, manages the diploma in computing via the Internet, the university’s first online course. With qualifications from the university in both English and computing, her industrial background is in education, communication and online development. She is a well-known consultant and speaker on the Internet and education in Europe and North America and was one of the first to develop a commercial intranet. Bridget is also a poet, fisherman and salsa dancer. She lives in East Oxford with her husband and two sons.

**Paul Leng** has been at the University of Liverpool, UK, since 1971 and was head of the Department of Computer Science from 1991 to 1997, during which time he also co-founded the university’s CONNECT Centre for Internet-related business. He is now director of the university’s e-Learning Unit, which administers degree
programmes that are delivered entirely online. In addition to these responsibilities, he continues to have an appointment within the Department of Computer Science, pursuing research in knowledge discovery in databases (KDD), Internet-based computing, including distributed computing on the Web, dialogue-based systems, and e-learning.

**Liz Marr** is a senior lecturer in the Department of Sociology at Manchester Metropolitan University, UK. Her teaching and research interests lie in the sociology of technology, communications and media. She is a founder member of KORG, Knowledge in Organisations Research Group, which conducts research into the development and implementation of technological systems in work settings.

**Fernando Lincoln Mattos** holds a master’s in education and teaches in the pedagogy graduate programme at the University of Fortaleza, Ce, Brazil. His experiences include teaching didactics using distance online learning systems. He is a member of the project TeleCadi, related to case-based reasoning on teacher’s formation and he teaches on university teacher’s formation courses.

**William L. Mitchell** was head of the Virtual Museum Group at Manchester Metropolitan University, with a particular focus on the use of new media in museum education. He is currently a distance learning adviser at the British Council, UK.

**Libero Nigro** is a professor of computer science in the Department of Electronics, Informatics, and Systems Science at the University of Calabria, Italy, where he is a lecturer of computer science introductory courses and a systems programming course. His technical interests are centered on software engineering of time-dependent distributed systems. He is currently active on research projects concerned with actor/agent systems, distributed real-time systems, parallel simulation, timed Petri nets, and multimedia systems over the Internet. He is a member of ACM and IEEE Computer Society.

**J. O’Donoghue’s** background covers a range of educational experiences. In his early career, he taught in a social priority area school, moving to postgraduate lecturing, advising and consultancy for initial teaching training to his last position as senior education officer within a large education authority. An advocate of the “global classroom,” John continues to write and publish extensively on the use and exploitation of the ICT in education. In his present post as the research project manager for the UK National Centre for Education at the University of Wolverhampton, UK, he is responsible for the academic and pedagogical aspects of learning technologies.

**Andreas Pombortsis** received a BS degree in physics and an MS degree in electronics and communications (both from the University of Thessaloniki) and a
diploma degree in electrical engineering from the Technical University of Thessaloniki. In 1987 he received a PhD degree in computer science from the University of Thessaloniki. Currently, he is a professor in the Department of Informatics, Aristotle University Of Thessaloniki, Greece. His research interests include computer architecture, parallel and distributed computer systems, and multimedia systems.

**Roy Rada** has the following educational credentials: BA in psychology from Yale University in 1973, MD in general medicine from Baylor College of Medicine in 1977, and a PhD in computer science from the University of Illinois in Urbana in 1980. He was virtual university academic officer at Washington State University, codirector of the Center for Distance Education at Pace University, and director of the flexible master’s degree at the University of Maryland, Baltimore County, USA. He is coeditor of the journal *Interactive Learning Environments* and author of the book *Understanding Virtual Universities*.

**Dave Randall** is a senior lecturer in the Department of Sociology at Manchester Metropolitan University, UK, and a consultant to the Blekinge Institute of Technology, Ronneby, Sweden. His research interests center on CSCW and in particular the application of ethnomethodological insights to technology design.

**Elaine M. Raybourn**, who holds a PhD in communication, has a background in intercultural communication and human-computer interaction. Her research interests span simulations, games, intelligent agents, collaborative virtual environments, and interaction design. Current efforts include event-based awareness systems, adding cultural signposts to intelligent community-based systems, addressing cultural differences in agent and avatar behaviors, and designing cultural frameworks for cognitive architectures in simulations that incorporate human actors or human learning. Elaine is currently a member of Sandia National Laboratories, USA, and a National Laboratory Professor at the University of New Mexico’s Department of Communication and Journalism, Institute for Organizational Communication. See http://www.cs.unm.edu/~raybourn

**Joze Rugelj** received BSc, MSc and PhD degrees in computer science from the University of Ljubljana, Slovenia, in 1985, 1988 and 1993, respectively. He is an associate professor of computer science at the University of Ljubljana, Faculty of Education, and a senior researcher at the Department of Digital Communications and Networks at the J. Stefan Institute, Slovenia. His research interests include group communications, computer-supported cooperative work and computer-supported collaborative learning. In the last 10 years he was a national coordinator of several international and national research projects in the field of computer-supported collaboration and collaborative learning. He is the author of more than 30 papers in international journals and conference proceedings.
Walter Schaufelberger is professor of automatic control, vice-rector for international affairs and project director of ETH World at the Swiss Federal Institute of Technology Zurich, Switzerland. He is an administrative council member and past president of the European Society for Engineering Education (SEFI) and treasurer of the International Federation for Automatic Control (IFAC). Email: ws@aut.ee.ethz.ch

Vivien Sieber is a coordinator for learning, teaching and curriculum development at the University of North London, UK, for C&IT and runs the Teaching and Learning Technology Centre. She is a discipline consultant in genetics for LTSN biology.

David Sloan, Lorna Gibson, Scott Milne, and Peter Gregor form the Digital Media Access Group (DMAG), an expert research and consultancy group. They are based in the Department of Applied Computing at the University of Dundee, Scotland, one of the world’s leading groups researching into communication systems for disabled and elderly people. The authors’ main interests lie in the accessibility and usability of digital resources, primarily Web sites, and they have researched into methodologies for reviewing and addressing resources for accessibility problems and presenting findings to customers in a pragmatic, accessible way. The authors have presented their research and given workshops at a number of international conferences. Other research interests include the involvement of children and elderly people in the design and development of accessible digital resources. Additionally, the authors have worked with several clients in the commercial, public and educational sectors, providing advice on the accessibility of major Web sites and other digital resources.

Marius Iulian Tutuianu is a last-year student at the Faculty of Mathematics and Computer Sciences, Babes-Bolyai University, Cluj-Napoca, Romania. He is currently working as a Web and WAP developer at “SISTEC,” Cluj-Napoca, Romania (a certified reseller and partner of Hewlett-Packard, DTK Computers, Microsoft, Novell, Symantec). His graduation paper as well as his research is concentrating on accessible Web design and online education for visually impaired students. He is doing his research within the Centre for Educational Technology Transfer at the university.

Jean Vanderdonckt has a PhD in computer science and a postdoctorate degree in human-computer interaction (HCI) from Stanford University, USA. He is a professor at the Catholic University of Louvain (UCL), Belgium, and a leader of many projects. His research themes are: HCI, hypermedia and multimedia applications, intelligent user interfaces (IUI), and tools for working with guidelines (TFWWG). He has been an invited speaker for the first International Workshop on
Computer-Aided Generation of UI, 1993; an organizer of the meetings of the ACM Special Interest Group (SIG); a workshop chair for TFWWG’2000; a short paper and interactive cochair for ACM CHI’2001; a technical programme cochair for IHM-HCI’2001; a reviewer of many conferences; and a member of many conference programme committees in HCI.