About the Authors

A.K. Aggarwal is the Lockheed Martin Research professor in the Merrick School of Business at the University of Baltimore. Dr. Aggarwal has published in many journals including, Computers and Operations Research; Decision Sciences; Information and Management; Production and Operation Management, Journal of EUC, transactions of DSS and many professional proceedings. He is on the editorial board of several journals. His current research interests include web-based teaching, model-based organizational systems and educational issues in MIS.

Sivakumar Alagumalai, Ph.D., is a Senior Lecturer in the University Teaching Development Centre in the Victoria University of Wellington, New Zealand. His research interests include psychometrics and the use of information and communication technologies in education. He is currently doing collaborative research with academics in the use of interactive technologies in tertiary level teaching and learning.

Al Bento has over twenty years of information systems academic experience. He has authored over thirty refereed publications, published fifteen non-refereed articles and authored sixty electronic publications. He also served as Department and Research Program Chair, Director, and Associate Dean. Prior to his academic career he worked eleven years in industry as Systems Engineer and Manager. He was a pioneer in teaching and research of end-user computing in the early 1980s and of the Internet in the early 1990s. Finally, he served as Senior Editor of a scholarly journal, conference keynote speaker, track and minitrack chair, and received four major professional awards.

Regina Bento (http://home.ubalt.edu/rbento) is the Yale Gordon Distinguished Professor at the Merrick School of Business, University of Baltimore. After graduate studies at the Federal University of Rio de Janeiro (M.D. in Psychiatry, 1977 and M.S. in Administration, 1980), she came to the U.S. for doctoral studies at Harvard and MIT (Ph.D. MIT, 1990). She taught at the Federal University of Rio de Janeiro (1980-1982) and UC Riverside (1988-1991) before joining UB in 1991, where she has been among the pioneers in using the web for education. Regina has received several teaching and research awards, including the 1999 USM Regents Award, the highest honor in the University System of Maryland.
Ellen Yu Borkowski (ey9@umail.umd.edu) is the Acting Director of the Technology Enhanced Learning group in the Office of Information Technology at the University of Maryland. She has been working in the area of instructional technology for nine years in both training and supporting faculty in their use of technology. Ellen holds a B.S. in Computer and Systems Engineering from Rensselaer Polytechnic Institute and a M.Ed. in Education Policy, Planning, and Administration with a concentration in Curriculum Theory and Development from the University of Maryland.

Stephen Burd is an Associate Professor of Information Systems at the University of New Mexico. He received his Ph.D from Purdue University in 1983. His teaching interests include object-oriented programming, computer hardware and software, database management systems, and system administration. His research interests include decision support systems, distributed system design, and web technology. He has authored two textbooks and articles in journals such as Information and Software Technology, Operations Research, Computers and Industrial Engineering, and Information & Management. Further information is available at http://averia.unm.edu.

Dubravka Cecez-Kecmanovic is currently Professor and Founding Chair in Information Systems at the Faculty of Management, University of Western Sydney Hawkesbury, having previously served as Pro-Vice-Chancellor Research and Consultancy. She leads the Research Group Information Systems – Knowledge Management in Organisations (IS-KOMO), where she has established two major research projects: Knowledge Management and Computer-Mediated Communications and Web-based Learning and Teaching. She has published in the field of social systems of information and government information systems, management information systems development methodologies, groupware technologies and more recently in computer supported organisational knowledge sharing and management, computer-mediated communications and Web-enhanced cooperative learning and teaching.

Hock C. Chan is an Associate Professor in the Department of Information Systems at the National University of Singapore. He obtained degrees from the University of Cambridge (B.A. Hons. and M.A.) and the University of British Columbia (Ph.D.). He has taught programming, database, information systems, and research methodology courses. His research has been published in journals such as MIS Quarterly, International Journal of Human-Computer Studies, Journal of Database Management, and Decision Support Systems and conferences such as ICIS, HICSS, AIS, and PACIS. His major research areas include user-database interaction, spreadsheet visualization, human factors in image retrieval, management information systems, and Internet communication and education (see http://www.comp.nus.edu.sg/~chanhc).

Shing-chi Cheung received his Ph.D. degree in Computing from the Imperial College and is currently an assistant professor in the Department of Computer Science, Hong Kong University of Science and Technology. He has been leading various research/industrial projects on object-oriented and e-commerce computing. He has served on the program committees of various major international conferences on software engineering and distributed computing. He is interested in technology transfer and has provided technical
consulting services on the use of object-oriented and component-based technologies to various financial and engineering companies.

**Laku Chidambaram** is an associate professor of information systems at Indiana University, Bloomington with a joint appointment in the School of Public & Environmental Affairs and the Kelley School of Business. In addition to an MBA, he has a Ph.D in information systems and international business. Dr. Chidambaram has consulted, lectured and taught in several countries. His primary area of research deals with technology support for distributed work groups. He is currently co-editing a book entitled, *Our Virtual World: The Transformation of Work, Play and Life via Technology*.

**Alessandro Cucchiarelli** was born in 1959, and received his degree (Laurea) in Electronic Engineering from University of Ancona in 1985. Since 1991 he has been a researcher at the Institute of Informatics at University of Ancona (Italy). His main research interests are focused on Automatic Evaluation of Software and Information Extraction. He has been also involved in research activity on Models and Tools for Cooperative Distributed Information Systems, Requirement Engineering and Robotics. He has been a member of groups working in several research projects funded by the Ministry of Research, the National Research Council and the European Union (Cost13, ECRAN).

**Paul Darbyshire** is a lecturer in the Department of Information Systems at Victoria University of Technology, Melbourne Australia. He lectures in Object Oriented systems, C and Java programming, and has research interests in the application of Java and Web technologies to the support of teaching. Paul’s current research is into the use of the Web for university subject management and the use of AI techniques for the development of second generation Web based teaching support software.

**Liliane Esnault** is a Professor in Organization and IS/IT Management in EM Lyon, the Lyon School of Management (France). She worked previously as a researcher in theoretical physics and as a project manager in IT projects. She is also a consultant in IS projects, especially for SMEs. Her main area of interest is on networking organizations, as well from historical, organizational, managerial point of view as from a technical one.

**Timothy Hill** is an associate professor of MIS at San Jose State University. He has worked both within and outside academia, researching and developing emerging technology applications, particularly in the educational arena. His commercial work includes an interactive multimedia tutorial and web service in use by students around the world. In the classroom, he has experimented with intelligent tutoring systems, graphical visualization tools, and web-based multimedia streaming to support learning.

**Magid Igbaria** is a Professor of Information Science at the Claremont Graduate University and at the Faculty of Management, Graduate School of Business, Tel Aviv University. Formerly, he was a visiting professor of Decision Sciences at the University of Hawaii in Manoa, a Professor of MIS, College of Business & Administration, at Drexel University. He has published articles on virtual workplace, information economics, computer technology acceptance, IS personnel, management of IS, compumetrical approaches

Kalle Kangas is Acting Senior Research Associate at Turku School of Economics and Business Administration in Finland. His current teaching involves courses on information resources management. He has educational experience from various levels of the Finnish educational system. He has extensive industrial experience in company to company sales and contracting in Finland and in the Middle East. His current research focuses on IT package implementation in conglomerates, information technology in global enterprises and information technology in transitional countries, as well as university education issues.

Edward R. Kemery, Ph.D. is associate professor of Human Resource Management in the Merrick School of Business at the University of Baltimore. He earned a Master of Science in Experimental Psychology in 1980 and a Ph.D. in Industrial Psychology in 1983, both from Auburn University. Since coming to the University of Baltimore in 1987, he has taught undergraduate and graduate topics including strategic human resource management, organizational behavior, personnel selection, performance appraisal, and team building. Dr. Kemery has worked with a number of organizations, providing needs analysis and training. He has published research in journals such as The Academy of Management Journal, Journal of Applied Social Psychology, Psychological Bulletin, and the Journal of Applied Psychology. He has taught several courses in human resource management and organizational behavior containing distant education components.

Omar A. Khan is an Associate at the Center for Communication Programs & Dept. of International Health, Johns Hopkins School of Public Health. Mr. Khan has a background in disease control and public health. He graduated with an undergraduate major in Biology, and a minor in Middle Eastern and South Asian Studies from the University of Pennsylvania. He received his master’s degree in Conservation Biology from the University of Pennsylvania, and a second master’s degree from the Johns Hopkins School of Public Health with a focus on infectious disease. At the Center, Mr. Khan works on the development of SCOPE and STARGuide, our two major packages for health strategy and communication planning. As a faculty member at Hopkins, Mr. Khan has a research background and publications on HIV/AIDS in South Asia, and he also works with regional projects on infectious disease
control. Mr. Khan has worked extensively with information technology tools in the field of health, such as geographic information systems and computer-based training tools, and has training and experience with databases, user interface design, and developing ways to translate data to decisions. He served as chair of the First International Health Geographics Conference in 1998; Mr. Khan has served as consultant to national and international organizations as well as academic institution-based projects, in the field of public health and development. Mr. Khan has also worked with the distance-education programs at JHU-CCP utilizing Internet-based delivery of instruction. He is familiar with major data display tools and packages as well as databases and other sources of health and population information.

**Salwa Khan** Program Assistant, The Johns Hopkins University Population Communication Services. A former Advances workshop participant (1994), Ms. Khan develops versions of SCOPE for workshops in Baltimore and in PCS project countries. She graduated Phi Beta Kappa from University of North Carolina - Greensboro with a major in biology. Following college, she worked for Proshika, one of the largest Bangladeshi NGOs, as coordinator of the Institute for Development Policy Analysis and Advocacy. She completed a master’s degree from the Johns Hopkins School of Public Health, with a focus on Health Communications. While at Johns Hopkins, Ms. Khan was a Draper Fellow in the Department of International Health.

**Jane Klobas** is Senior Lecturer in Information Management in The Graduate School of Management at the University of Western Australia. Dr. Klobas has taught several courses by distance education over the past twenty years, most recently online for the University of London’s Certificate in Online Education and Training. Her research concerns modeling use of networked information systems in education and business, and evaluation of networked information resources such as web sites. She has published articles and books on information management and educational computing. Professors Klobas and Renzi are currently working on several projects associated with evaluation and use of Internet-based software to support distance work and learning, including a European Certificate in Online Education and Training with colleagues from the University of London and four other European universities.

**Chi-yung Lam** graduated from the Hong Kong University of Science and Technology with a degree of Bachelor of Engineering and a degree of Master of Philosophy, both in Computer Science. His research interests include object-oriented analysis and design, and formal methods. During the pursuit of his master’s degree, Chi-yung was a teaching assistant for courses like Software Engineering and Theory of Computation; he received the Best Teaching Assistant Award in 1998. He is currently working in a consultant firm as a technology analyst.

**Benjamin V. Lozare** is Training Division Chief and Senior Program Evaluation Officer, Center for Communication Programs , Population Communication Services, The Johns Hopkins University School of Public Health. Dr. Lozare has over 20 years of experience in research, teaching, and practical work in international and development communication. As Dean of the College of Arts and Sciences at the Health Sciences Campus of the University of the Philippines, he was responsible for strengthening the humanities and
social science orientation of students preparing for careers in the health sciences. He served as the first Director-General of the Philippine Information Agency, a national institution that provides development communication services to government ministries and international development agencies. He has also served as Deputy Secretary-General of the Asian Mass Communication Research and Information Center Foundation, a leading non-governmental organization in Asia and the Pacific, and consulted with UN agencies such as the World Health Organization, the Economic Commission for Asia and the Far East, and the UNFPA.

Ross A. Malaga is an assistant professor of information systems at the University of Maryland, Baltimore County. Previously he was a visiting instructor in the School of Management at George Mason University. He received his Ph.D. from the School of Information Technology and Engineering at George Mason University in 1998. Dr. Malaga’s research focuses on pricing structures and reputation mechanisms in electronic commerce, the use of genetic algorithms to support complex negotiations, and creativity support systems. He has a publication pending in the *Journal of Organizational Computing and Electronic Commerce*. He has made extensive use of the World Wide Web to enhance a discovery based teaching style used in all of his classes.

For eight years prior starting an academic career, Roger McHaney was employed by the Jervis B. Webb Company. While there he developed discrete simulation models for managerial decision makers in corporations such as General Motors, Goodyear, Ford, IBM, Chrysler, Kodak, Caterpillar, the Los Angeles Times, and the Boston Globe. His current research interests include Web-based training, automated guided vehicle system simulation, innovative uses for simulation languages and simulation success. Dr. McHaney holds a Ph.D. from the University of Arkansas where he specialized in Computer Information Systems and Quantitative Analysis. He is currently an Assistant Professor at Kansas State University. Roger is author of the 1991 Academic Press book, *Computer Simulation: A Practical Perspective* and has published simulation related research in journals such as *Decision Sciences*, *Decision Support Systems*, *International Journal of Production Research* and *Simulation & Gaming*.

Kent Norman is an Associate Professor of cognitive psychology, director of the Laboratory for Automation Psychology (http://www.lap.umd.edu), and member of the Human-Computer Interaction Laboratory (http://www.cs.umd.edu/hcil/) at the University of Maryland. He is a charter member of the Steering Committee for Teaching Technologies (http://www.inform.umd.edu/tt/) and has taught all his courses in electronic classrooms or on the World Wide Web (http://cognitron.umd.edu) since 1991. He is the author of HyperCourseware (http://www.hypercourseware.com) and numerous articles on electronic classrooms, as well as, an on-line book: *Teaching in the Switched-On Classroom* (http://lap.umd.edu/SOC/SOCHome.html). His research focuses on cognitive issues in human/computer interaction and interfaces for interactive and collaborative educational environments.

James E. Novitzki received his Ph.D. in 1978 with a degree in Instructional Systems Development. His focus was on developing technology tools to support education. He has been involved with efforts in distance learning since the early 1980s. He has developed or
has been involved in the development of educational programs using computer aided instruction using PLATO and similar tools, one way video and two way audio systems, interactive TV solutions, using specially designed distance learning classrooms, and currently the use of ASL tool on the Internet.

**Maurizio Panti** was born in Ancona - Italy in 1947. He is the chair of the Institute of Informatics at University of Ancona, and he teaches a course on Data Bases. In the last ten years he has held several courses (Foundations of Computer Science, Information Systems, Fundamentals of Computing, Data Bases) at the University of Ancona and in those of Macerata and Camerino. He has been active in many UE projects on information extraction and web based teaching, and is responsible for the research unit of the University of Ancona in the national project INTERDATA. Its actual research interests are devoted to: a) the design and implementation of Information Systems (requirement engineering); b) Data Bases with particular focus on the problems of discovery of similarity of conceptual schemas; c) multiagent techniques applied to the open and Cooperative Information Systems and d) the Web technologies.

**Phyllis T. Piotrow** is Director, Center for Communication Programs and Principal Investigator, Population Communication Services, The Johns Hopkins University School of Public Health. Dr. Piotrow has served as Chair of the Board of the Center for Development and Population Activities, Chair of the Population and Family Planning section of the American Public Health Association, and as Executive Director of the Population Crisis Committee (now Population Action International). She has served as a consultant to the United Nations Population Fund and the World Health Organization. Dr. Piotrow has provided technical assistance and training in more than twenty developing countries, including Bangladesh, Bolivia, Ghana, Zimbabwe, Zambia, Nigeria, Cote d’Ivoire, and Kenya. Dr. Piotrow provides expertise in strategic planning, management of communication programs, training in communication planning and implementation, project development, development of print materials and publications, and evaluation of communication interventions. She served as the Director of the Informed Choice Task Force, co-Chair of a MAQ site committee, and has played a leading role in the development of family planning and related health communication strategies for the 1990s. She teaches a course in family planning and health communication at the Johns Hopkins University School of Hygiene and Public Health, and makes frequent presentations in the U.S. and developing countries on new directions in family planning.

**Jussi Puhakainen** is a researcher at Turku School of Economics and Business Administration in Turku, Finland. His current teaching involves courses on electronic commerce and business-oriented use of Internet-technology. He has industrial experience in management and design of electronic commerce systems and other Internet-technology. His current research focuses on the strategic use of Internet-technology.

**Alan Rea** is currently employed as an Assistant Professor of Business Information Systems. Dr. Rea is conducting research in Human Computer Interfaces, Electronic Commerce, Global Information Systems, and Web-based Training. Dr. Rea teaches programming, telecommunications, and Web design courses for the Haworth College of
Business at Western Michigan University. Dr. Rea has published in *Kairos* and *Computers and Composition*. He is currently working on designing and implementing on-line courses for the college.

**Stefano Renzi** is Ricercatore at Bocconi University, Milan, Italy. He is a popular lecturer in courses on the Internet and computer technology for general business and tourism management students, in executive education and for teachers. Dott. Renzi is a member of the technical committee for ICoN, a consortium of Italian universities developing an international virtual university of Italian culture and language. He was formerly technical manager for academic computing and network infrastructure at Bocconi University. His research interests surround communication networks and associated services, including the Internet and use of network technologies in distance learning and small business. Professors Klobas and Renzi are currently working on several projects associated with the evaluation and use of Internet-based software to support distance work and learning, including a European Certificate in Online Education and Training with colleagues from the University of London and four other European universities.

**Paulette Robinson** (pr58@umail.umd.edu) is an Instructional Development Faculty Advisor in the Technology Enhanced Learning group in the Office of Information Technology at the University of Maryland. She develops and conducts faculty training in the instructional use of web-based course management tools as well as supporting faculty in the design of their online courses. Paulette also teaches online. She is a Doctoral Candidate at the University of Maryland in Education Policy Planning and Administration specializing in Teaching, Curriculum, and Instructional Technology in higher education. Paulette’s research interests, writing, and conference presentations are focused on web-based learning environments (see http://www.inform.umd.edu/About/IIT/~probinso/resume for details).

**Carol Sánchez** is Assistant Professor of Management and Director of International Business Programs at Grand Valley State University’s Seidman School of Business. She received her D.B.A. in strategic management from Southern Illinois University at Carbondale. She worked as a manager for a U.S. organization in five Latin American countries, and continues to do consulting work in the U.S. and abroad. Dr. Sánchez’ research interests include international management, the effects of social variables on managerial actions, top management teams, and innovation. Her work has been published in *Management International Review, the Academy of Management Executive, Business & Society*, *the Journal of Business Ethics, the Journal of Business Strategies*, and *the Journal of Engineering and Technology Management*.

**Bernard C.Y. Tan** is an Assistant Professor in the Department of Information Systems at the National University of Singapore (NUS). He received his M.Sc. and Ph.D. degrees from NUS. He has been a Visiting Scholar at Stanford University and the University of Georgia. His research has been published in *MIS Quarterly, Management Science, Journal of Management Information Systems, ACM Transactions on Information Systems, ACM Transactions on Computer-Human Interaction, IEEE Transactions on Systems, Man, and Cybernetics*, and *International Journal of Human-Computer Studies*. He is on the editorial board of *MIS Quarterly*. His research focuses on cross-cultural issues, computer-
mediated communication, electronic commerce, and Internet applications (see http://www.comp.nus.edu.sg/~btan).

Wei-Ping Tan received his B.Sc. (Hons.) degree from the National University of Singapore, with a specialization in information systems. He has published an article in proceedings of the AIS Americas Conference. His research interests include web-based teaching, electronic commerce, and business process reengineering. He is currently working in the Information Technology Department at the Prime Minister’s Office. He is also an associate member with the Singapore Computer Society.

Orasa Tetiwat is a member of the faculty in the Science Department at Naresuan University, Phisanulok, Thailand. Currently, she is studying for her Ph.D. in Management of Information Systems at Claremont Graduate University, Claremont, CA. Her educational background includes a M.S. in Management Information Systems (1998) from Claremont Graduate University and a Certificate of Executive Management Business Administration (1999) from the Peter F. Drucker Graduate School of Management at the Claremont Graduate University. She also has a M.S. in Computer Science (1989) from DePaul University, Chicago, IL, and a B.S. in Economics (1985) from Ramkamheang University, Thailand. Her research interests are in the areas of technology in education, organizational learning, knowledge management, and electronic commerce.

Kok-Aun Toh, PhD, has graduate degrees from Stanford University (USA) and University of Oxford (UK). He is now Associate Professor at the Nanyang Technological University, and Deputy Head at the Center for Educational Research at the university. Besides his research and teaching duties at the university, he sits on a number of university committees and currently supervises seven masters and doctoral students. His research interests are in the areas of performance assessment, pedagogical content knowledge, and web-based learning.

Salvatore Valenti was born in 1956, and received his degree (Laurea) in Electronic Engineering from University of Ancona in 1983. Since 1990 he has been a researcher at the Institute of Informatics at University of Ancona. His main research interests are focused on computer based instruction and assessment and on the elicitation of functional specification in the area of requirements engineering. He has been also involved in research activity on Models and Tools for Cooperative Distributed Information Systems and Robotics. He has been a member of groups working in several research projects funded by the Ministry of Research, the National Research Council and the European Union (Cost13, MODASPECTRA).

Carolyn Webb is an Associate Professor and Foundation Head of the Centre for Higher Education Development at the University of Western Sydney Hawkesbury. Previously, she was foundation head of the Learning Assistance Centre at the University of Sydney. She has taught and researched in the fields of educational linguistics and educational development, with a particular emphasis on investigating the processes of learning across all levels of university study and work. She has published numerous papers on the processes and outcomes of collaborative curriculum development work integrating literacy
perspectives within a range of different disciplines, and on research in the assessment of literacy skills in university undergraduate programs.

Doug White has worked for the Federal Reserve System, Oak Ridge National Laboratories, and is currently employed by The University of Northern Colorado’s Monfort College of Business. Dr. White conducts research in networking, programming, and Internet related issues as well as several behavioral areas. Currently Dr. White teaches C++ programming, networking and telecommunications, and applied networking. Dr. White has recently published in *Simulation & Gaming* and *The International Journal of Conflict Management*.

Jessie Y.Y. Wong, PhD, is currently teaching at the Institute of Education, Nanyang Technological University in Singapore. She has published in many areas concerning education and IT in education. She is one of the authors of *Information Technology Diffusion and Development in the Asia Pacific: Perspectives on Policy, Electronic Commerce and Education*, published by Idea Group Publishing, Hershey, U.S.A. in 1999. Educated in Malaysia and UK, she had her first degree in Geography, and a Masters and PhD in Education. Her research interests include using information technology in teaching and learning, teacher education and web-based assessment in education.

Romain Zeiliger works as a research engineer in computer science for the French National Center for Scientific Research (CNRS) since 1978. He has been developing a dozen innovative multimedia software in the educational domain and is the author of numerous research papers in the field of Human Machine Interaction. He recently joined GATE (Groupe d’Analyse et de Théorie Economique) in Lyon.