About the Contributors

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**Demosthenes Akoumianakis** is Professor at the Department of Applied Information Technology & Multimedia, Technological Education Institution of Crete. He is also the founder and Director of the interactive Software and Systems Engineering Laboratory (iSTLab, http://www.istl.teiher.gr/). He received a BA (Hons) in Computing in Business from The University of Huddersfield (1990) and MSc and PhD degrees in Human Computer Interaction from the University of Kent at Canterbury, UK in 1995 and 1999 respectively. His work in his final year dissertation was awarded the 1st IBM prize from the Department of Computing & Mathematics of the University of Huddersfield. He is actively involved in various national and European collaborative research and development projects, with emphasis on tools for scenario-based requirements engineering, on-line communities, multiple user interfaces and the development of collaborative technologies and toolkits. Prof Akoumianakis has published widely in refereed archival scientific journals, international conferences and workshops and is the author / co-author of several books. He also serves as a member of the scientific committee for various established archival journals, international conferences and national / international standards bodies.

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Jean-Paul Barthès obtained his engineering degree from Ecole Centrale de Paris (France) and his PhD from Stanford University. Currently, he is a professor in the Department of Computer Science at the University of Technology of Compiègne (UTC) in France. His main research interests are related to knowledge representation and mixed societies of cognitive artificial and human agents.

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Anita Blanchard is an associate professor of Psychology and Organization Science at the University of North Carolina Charlotte. Dr. Blanchard studies the effects of information and communication technology on the behavior and cognition of individuals in online groups. In particular, she examines individuals’ identity with and attachment to each other including the development of a sense of virtual community, the technological and social factors in increase feelings of “groupiness”, how participant in online groups affects organizations and face-to-face communities. She is interested in both professional and social virtual communities and the differences in their participation and functioning.

Nana Adu-Pipim Boaduo was born and bred in Ghana. After graduating in 1973 as a professional certificated teacher he taught at Methodist Primary School at Eduadin. From October 1974 to August 1976 he studied at the University of Cape Coast at Winneba Advanced Teacher Training College campus. From September 1976 to 1980 he worked for the Ghana Ministry of Education at Agogo State Secondary School. From September 1980 to December 1983 he taught at Government Girls Secondary School, Kaduna State and Uavande Girls School near Aliade in Benue State of Nigeria. While in southern Africa he taught in secondary and high schools in Lesotho, the former and the homelands of Venda and Gazankulu. He studied with the College of Preceptors in the UK (1986-1988) and obtained the ACP and LCP qualifications. From 1993 to 2001 Dr. Boaduo studied with Vista University for the M.Ed. (1995) and PhD (1998) and the University of the Free State for Master in Development Studies (MDS [2001]). From March 1992 up till December 1997 Dr. Boaduo served in different capacities at Lemana College of Education as lecturer, senior lecturer and head of department. From 1998 to 2001 he was appointed Geography subject advisor in the Soutpansberg District of the Limpopo province of South Africa. He joined the University of Botswana from August 2004 till February 2008. He has written and published
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Nancy Brigham is a partner in Rosenblum Brigham Associates, a woman-owned policy research
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Michel Buffa is an Associate Professor at the University of Nice Sophia Antipolis. He is also a researcher in the Kewi group of the I3S/CNRS laboratory and conducts his research work on the semantic web and social networks now. He is one of the authors of the SweetWiki software, a semantic wiki that is used by several communities of practice. He published his work in the main web conferences like ISWC, Web Intelligence, Web Science and many others.

John M. Carroll is Edward Frymoyer Professor of Information Sciences and Technology at the Pennsylvania State University. Research interests include methods and theory in human-computer interaction, particularly as applied to networking tools for collaborative learning and problem solving, and design of interactive information systems. Books include Making Use (MIT, 2000), HCI in the New Millennium (Addison-Wesley, 2001), Usability Engineering (Morgan-Kaufmann, 2002, with M.B. Rossen) and HCI Models, Theories, and Frameworks (Morgan-Kaufmann, 2003), Rationale-Based Software Engineering (Springer, 2008, with J. Burge, R. McCall and I. Mistrik), and Learning in Communities (Springer, 2009). Carroll serves on several editorial boards for journals, handbooks, and series. He is Editor of the Synthesis Lectures on Human-Centered Informatics. He received the Rigo Award and the CHI Lifetime Achievement Award from ACM, the Silver Core Award from IFIP, the Goldsmith Award from IEEE. He is a fellow of ACM, IEEE, and the Human Factors and Ergonomics Society.

Ching-Sing Chai was a secondary school teacher for seven years. He completed his doctoral study at the University of Leicester. He is currently an assistant professor at the National Institute of Education, Nanyang Technological University. His research interest is in the field of teachers' beliefs and computer-supported collaborative learning.

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**Rebecca English** is a lecturer in Business Education at the Faculty of Education at the Queensland University of Technology (QUT). Her research is focused on both the secondary school and university sector. She has undertaken a series of research studies focused on Web 2.0 technologies, the integration of social networking in teacher education, marketisation and performativity of schooling and internationalisation of schooling. Her theoretical work is concerned with Bourdieu, Bernstein and Critical Discourse Analysis (CDA). She has been involved in education for 11 years in Australia teaching in a number of secondary schools and in teacher education courses. She has also worked on the development of syllabus documents for Queensland.

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Sergio Fernández holds a B.Sc. in Computer Science from the University of Oviedo (2006). His degree dissertation, SWAML, is a software project which uses the SIOC ontology to generate semantic representations of mailing lists. SWAML received the First Spanish University Free Software Award. Sergio co-authored the SIOC specifications and related documents, currently a W3C Member Submission. He works as research assistant in the Semantic Technologies Unit at the CTIC Foundation R&D Department, whereby he takes part in several national and European R&D projects and initiatives. After an internship in DERI NUI Galway, he continues studying his Master Degree on Web Engineering at the University of Oviedo. He published more than a dozen publications on the topics of Social Semantic Web and Linked Data. Also, he has experience in the development of free software communities' projects, and has chaired workshops in the area.

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Fabien Gandon is a research scientist at INRIA Sophia Antipolis. He has PhD and an HDR (Habilitation to Direct Research) in Computer Science from the University of Nice-Sophia-Antipolis. He worked on Knowledge engineering, Ontologies, Semantic Web, Multi-Agents Systems, Mobile devices, Context-Awareness and Privacy. He previously worked for the Mobile Commerce Laboratory of Carnegie Mellon in Pittsburgh, PA. He published more than 34 articles in journals, books or conferences and has been reviewer of more than 23 journals, conferences or workshops. His professional interests include: Knowledge engineering, Ontologies, Semantic Web, Multi-Agents Systems, Context-Awareness and Privacy. He is involved in the W3C, in working groups like GRDDL and RDFa.

Darren Gergle (Ph.D., Carnegie Mellon University) is an Assistant Professor in the Department of Communication Studies at Northwestern University. He also holds a courtesy appointment in the Department of Electrical Engineering and Computer Science. His research is broadly defined by the field of Human-Computer Interaction (HCI) and focuses on applying cognitive and social psychological theories of communication to the design, development and evaluation of novel collaboration technologies. His current research develops computational models of communication processes that can be used in interactive applications. In addition, he explores coordination and communication processes in large-scale technological environments, interpersonal trust development in computer-mediated environments, and, more recently, the development of culturally-aware technologies.
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**David Gurzick** is an Instructor of Management at Hood College, where he teaches courses in the management of information systems, analytical methods, and socially responsible management. In his research, he explores the role of information and communication technology (ICT) in the social lives of individuals and communities. With a background in the design and evaluation of online communities, social media, and other computer-mediated communication systems, he is specifically interested in understanding how ICT can be designed to enable new forms of expression and build new venues for interaction and collaboration. Prior to teaching, Dr. Gurzick served in various industry capacities, most recently as the Director of Research at Sonum Technologies, a software development company specializing in the area of natural language processing. He has a B.S. in computer science from Frostburg State University, an M.S. in Computer Science from Hood College, and a Ph.D. in Information Systems from the University of Maryland, Baltimore County.

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Bernie Hogan is a Research Fellow at the Oxford Internet Institute at the University of Oxford. Dr. Hogan's research focuses on the processes of managing and maintaining social relationships through multiple media. His recent work focuses on the issue of maintaining personal contact and social identity on general social network spaces as well issues of network visualization for end-users rather than experts. His dissertation, at the University of Toronto, focused on the issues of maintaining social accessibility through the use of email, instant messenger, telephone and in person contact. It won the Dordick Award for best dissertation from the Communication and Technology section of the International Communication Association.

Tad Hogg is a researcher, whose work includes experimental economics for developing reputation in e-commerce, modeling web communities, phase transitions in combinatorial search, medical applications for microscopic robots built from molecular electronics, and applications of quantum computing. He has worked at HP Labs and Xerox PARC, where his research included an early market-based distributed computer system. Tad holds a PhD from Stanford and BS from Caltech, both in physics.

Jennifer Howell is Senior Lecturer in Education Studies and Information and Communication Technologies (ICT) in the Faculty of Education at The Australian Catholic University. Her research focuses on online communities, continuing teacher professional development, e-learning, m-learning, Web 2.0 technologies, building teacher capacity, STEM (Science, Technology, Engineering and Mathematics) Education and electronic research methodology. During her 17 year career as an educator she has worked in Australia, the United Kingdom, Hong Kong, the Philippines and India. She has developed several online initiatives, the eMerge Community, for pre-service teachers and The Teachers Capacity Network (TCN), an online professional development community. She is currently involved in curriculum and syllabus development in Queensland, as part of the new Australian National Curriculum roll-out.

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Mylène Leitzelman holds a PhD in Information & Communication Technologies. Dr. Leitzelman is at present a contractual researcher at University of Nice. She mainly her current research interests focus on the creation and animation of online communities and how they collectively exchange raw data, compiled information and knowledge through a proven set of methodologies and practices, facilitating the synergy of scattered knowledge to create a collective intelligence.

Freddy Limpens graduated from the University of Technology of Compiègne, France and then obtained a master of science from the Chalmers University of Technology, Gothenburg, Sweden, in Applied Information Technology. At Chalmers Dr. Limpens studied the use of science and technology in new media arts and focus on the problem of knowledge access and video indexing for his master’s thesis. He then started a Ph.D program at INRIA, Sophia Antipolis, France, in the Edelweiss team and under the supervision of Dr. Fabien Gandon and Dr. Michel Buffa. His Ph.D research focuses on bringing the benefits of Semantic Web technologies to the social web, and he proposed several contributions on bridging ontologies and folksonomies published in international conferences.

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Gord McCalla is a Professor in the Department of Computer Science at the University of Saskatchewan in Saskatoon, Saskatchewan, Canada. His research interests are in applied artificial intelligence, focussed particularly on user modelling and artificial intelligence in education (AIED). Working with colleagues and students in the ARIES Laboratory at the U. of S. over many years, Gord has explored many issues, including granularity in learning and reasoning, educational diagnosis, learner modelling, tutorial dialogue, instructional planning, peer help, learning object repositories. A current AIED focus is a data-centric approach to e-learning called the ecological approach, where information is automatically collected about learners as they interact with learning material and then mined for relevant patterns that could inform an e-learning system. A related user modelling research project is active learner modelling, a procedural approach to “just-in-time” capture of contextually relevant information about learners. Gord has served both the AIED and user modelling research communities in a multitude of ways, including service as program chair of major conferences, memberships on journal editorial boards, and other organizational activities (he is a former President of the International AIED Society). Currently he serves the Canadian Association for Computer Science/Association informatique canadienne, the Canadian academic computer science organization, as its immediate Past-President.

Janet McCracken is an Assistant Professor in the TechOne program at Simon Fraser University. Her research interests focus on articulating design methodologies for technology-mediated environments that support people to learn, to perform their work and to engage in meaningful activities in their lives. She applies a range of qualitative approaches to analysis of learner and user needs and conceptions, models of evaluation, and theories and models of instructional design. Recent research projects include a SSHRC standard grant to explore how designers and faculty conceptualise, use and modify a learner-centred analysis method she has under development in their own context, and to explore how designers and faculty conceptualise and eventually select technologies for blended learning environments in post-secondary contexts. Current work focuses on learning design and curriculum design for undergraduate programs and courses.

Joseph E. McKendrick is an author and independent analyst who tracks the impact of information technology on management and markets, and a graduate of Temple University. His work appears regularly in the highly regarded CBS Interactive blogsites "Business Brains" on SmartPlanet.com and "Service Oriented" on ZDNet.com. Joe speaks frequently on Enterprise 2.0 and information technology topics at industry events and Webcasts. Joe also writes a regular column for Database Trends & Applications, and has designed and authored numerous research reports in partnership with Unisphere
About the Contributors

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**Kai Pata** is the senior researcher of educational technology in the Institute of Informatics of the Tallinn University, Estonia. Her main research has covered user interactions and learning in various social learning environments - scaffolding decision-making role-plays in virtual chat rooms, model-based reasoning in chat, learning with complex problem-solving simulations, learning in distributed social learning environments, and informal learning in hybrid spaces. Currently, she is investigating the principles of learning in hybrid ecosystems and appropriate learning designs and design principles for user-centred approach.

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**Nancy Poon** received her doctorate in Sociology in 2009, concentrating on Criminology; Nancy Poon fell into this area quite by accident. Interested in the implications of social network analysis for criminology, more particularly, how real world ‘deviant’ communities came to exist, evolve, and persist, and how community members developed a sense of community; research into interactions in informal virtual communities seemed like a logical extension.

**Anabel Quan-Haase** is an Associate Professor and holds a joint appointment at the Faculty of Information and Media Studies and the Department of Sociology, University of Western Ontario, Canada. She obtained her Diplom (M.Sc.) in Psychology at the Humboldt University in Berlin and her Ph.D. at the Faculty of Information, University of Toronto. Her research investigates how information and communication technologies transform organizations, communities, and educational settings. She currently holds a Social Science and Humanities Research Council of Canada grant to study how young people have integrated communication technologies into their everyday life and the effect it has on their social networks, ability to obtain information, and social support. Her articles have been published in American Behavioral Scientist, Analyse und Kritik, Information, Communication, & Society, Journal of Computer-Mediated Communication, and The Information Society. The title of her recent book is Information brokering in the high-tech industry: Online social networks at work.
About the Contributors

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Brent Robertson will tell you one of the best things about his career is the opportunities he has had to apply knowledge management for lasting solutions to recurring issues. As Program Quality Manager, In Situ Projects for Suncor Energy, Brent believes that understanding the importance of lessons learned and building dynamic systems to manage knowledge is critical to future growth in the oil industry. His experience in heavy industrial project management has given him the opportunity to develop and implement systems for managing knowledge, quality and risk in both field and corporate settings. Brent has seen the value, firsthand, in his work as construction manager, risk manager, quality manager and lessons learned manager in uranium and oil/gas industries. He earned undergraduate degrees in economics and civil engineering from the University of Saskatchewan—Canada and a graduate degree in systems and engineering management from Texas Tech University, USA. He is a professional engineer and a certified project management professional. Brent is a member of several professional associations and has lectured numerous times at different universities. His work has been published both regionally and internationally.

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About the Contributors

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