About the Contributors

Jennifer Martin is an associate professor of social work at RMIT University (Melbourne, Australia). She is currently the coordinator of teaching in mental health and conflict management and mediation at both undergraduate and post graduate levels in the School of Global Studies, Social Science and Planning. She has qualifications in social work and post-secondary education and has participated in training programs on ICT, and has considerable practice experience in these areas. In addition to her research into Web accessibility, human computer interaction, and instructional technologies she has published several articles and conference papers on the design and use of ICT tools to enhance human services education and practice in the Journal of Computer Assisted Learning, the International Journal of E-Learning and the Journal of Rehabilitation Research and Development.

Linette Hawkins is the undergraduate social work field education coordinator at RMIT University (Australia) with research and practice experience is in the flexible delivery of education. She has a Bachelor of Arts, Diploma of Social Studies, and Graduate Diplomas in applied sociology and public policy and a Certificate of Adult Education. She was awarded an RMIT Certificate for Scholarship of Teaching for her work in flexible delivery. Much of her research and writing has been on professional expertise and multidisciplinary collaboration, particularly in community development and field education. This is within local, national and global contexts. Research interests, particularly participatory action research, include flexible delivery of tertiary education, teamwork and multidisciplinary collaboration, standards for practice, professional expertise, field education and human services labor markets.

Poline Bala is a Senior Lecturer at the Faculty of Social Sciences, University Malaysia Sarawak (UNIMAS). She is also the Deputy Director of Centre of Excellence in Rural Informatics at University Malaysia Sarawak. Her area of interest and research includes examining the impacts of political boundary lines on the formation of cultural, political and economic units at the border regions of Borneo. Most recently her research explores the role of Information Communication Technologies (ICT) on development activities in rural Sarawak. Looking specifically at the e-Bario project which she and a team of researchers initiated in the Kelabit Highlands of Sarawak in 1998, she examines social change that is connected to the use of ICT in Bario of Central Borneo.

Marion Brown, PhD, Assistant Professor, is the Field Education Research Faculty at the Dalhousie School of Social Work in Halifax, Nova Scotia, Canada. Dr. Brown teaches both graduate and under-
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graduate social work courses both on campus and online and has presented at national and international conferences regarding field education design and delivery across both formats. Within a team of researchers at Dalhousie, Dr. Brown is currently researching the degree to which the accessibility of online social work educational programs is contributing to increased diversity among both the social work student population and the social work practitioner population in the Canadian context.

Sally Burford is a Senior Lecturer in the Faculty of Arts and Design at the University of Canberra. She is the course proponent for the new Master of Information Studies and will convene the new course when it commences in 2009. She brings considerable experience in teaching in the online environment to this new fully online course. Sally managed an online education unit at Flinders University and provided educational design expertise to teaching academics. Her career incorporates 10 years of academic life in the School of Information Studies at Charles Sturt University and a year teaching in Malaysia.

David P. Colachico is a Professor and the Director of Azusa Pacific University’s (Azusa, California, USA) Office of Faculty Development. Colachico’s previous experience at APU was as a professor in the Department of Teacher Education/Special Education Programs. Colachico earned his doctorate in the area of Curriculum and Instruction from Texas A&M University (College Station, Texas, USA). He has extensive education and training in the field of Special Education as well as K-12 education, and has also served as an educational administrator at the national, state, and local levels. Colachico has been involved in the development and teaching of several courses online for the past ten years. Colachico is the author of several books and articles including “Stress and Children with Disabilities,” a chapter in Children and Stress: Understanding and Helping (ACEI, 2001), a book written in reaction to the attack on the World Trade Center on 9/11.

Lesley Cooper is currently Dean of the Faculty of Social Work at Wilfrid Laurier University, Southern Ontario, Canada. Prior to this, she was Head of the School of Social Administration and Social Work at Flinders University in Adelaide. She enjoys teaching, research and writing. Currently, she is working on university and community partnerships. This includes collaboration with the Centre for Family Medicine focusing on interprofessional care for older people with early memory impairment. In conjunction with several agencies she is involved in a bridging program for migrants coming to Canada with professional qualifications in the human services. She is working with Athena Software to develop practical applications of case management software in practicum programs and in the human services.

Kathy Douglas is a lawyer and has worked at RMIT University for a number of years lecturing in law and mediation. She has taught into a variety of different programs servicing the human services sector. She is presently part of the teaching team for the Juris Doctor program at RMIT. She is a mediator with the Department of Justice, Dispute Settlement Centre of Victoria and has conducted mediation training for government and community groups. She has published in a variety of areas including online learning with a focus upon online role-plays.

Dana Fox is currently Director of Business Development with Athena Software, responsible for global sales and business development activities in social services and behavioural health sectors including agencies, funders, government and educational institutions. Dana has researched the needs of
over 3000 social service organizations in North America, the United Kingdom, Europe, Caribbean and Asia Pacific. This research documents the evolution of the global social service infrastructure requirements for agencies, funders and government organizations. Dana also lectures on sales performance and business development using Web 3 technology and solution selling skills at the Accelerator Center for Management of Technology and Wilfrid Laurier University. Career highlights include senior marketing management experience in diverse industries: Director, Sales and Customer Service Fuji Graphics Canada; General Manager, VP Sales and Marketing Zenon Environmental Corporation; Regional Manager, Ontario CIBC Finance Inc.; National Sales Manager, Polaroid Canada Ltd.; and Manager, Franchise and Motorsports Events at Uniroyal Goodrich.

Christine Greenhow is a postdoctoral scholar in the Department of Curriculum and Instruction at the University of Minnesota. She earned her doctorate in education from Harvard University. Dr. Greenhow is the recipient of the University of Minnesota’s Outstanding Postdoctoral Scholar Award for extraordinary scholarly achievement, 2008-2009. She is the principal investigator on the Youth and Social Media study funded by the Knight Foundation and founding chair of the Social Networks Research Collaborative (www.socialnetresearch.org). Her research explores issues of learning, teaching, literacy, and collaboration in online environments such as social network sites and technology integration in formal and informal learning contexts. Her work has been featured in local, national, and international news media. For more information about her work see: http://www.cgreenhow.org

Lisa Harris is a lecturer in social policy at RMIT University. She has over twenty years experience in the Information Technology industry, development education, community development, social work and social research. For the last seven years she has worked as a consultant to the community and education sectors, providing policy development, staff supervision, process design and facilitation, training, community sector program design, research and analysis. Her current research interests include the significance of community for students studying online, the social and cultural implications of new technologies, the use of research by the community sector to influence social policy and improving the quality of teaching and learning in a University setting.

Paul Henman is senior lecturer in social policy at The University of Queensland, Brisbane, Australia. He holds degrees in computer science and sociology. His main research interest is on the nexus between social policy, public administration, and information technology. He is internationally recognized for his social theoretical examination of e-government. He also maintains an active applied social policy research agenda on the costs of raising children, which have contributed to major policy reform in Australia. His publications include Administering Welfare Reform: International Transformations in Welfare Governance (Policy, 2006), which was edited with Menno Fenger, and Governing Electronically: E-government and the reconfiguration of public administration, policy and power (Palgrave Macmillan, 2009).

Belinda Johnson is an Associate Lecturer in Social Science at RMIT. She has experience teaching social and political theory in an online environment. Her recent writing addresses online role plays and the pedagogical considerations that arise from this. She is currently part of a research project investigating the potential of developing and undertaking complex role plays online. Her research interests include youth, gender, higher education and technology.
**Sandra Jones** is the Associate Professor Employment Relations at RMIT. She received an Australian government award for her outstanding contribution to student learning through her innovative design of virtual situated learning environments. She links student globally using these environments to enable students to learn by experience in order to prepare graduates with the employability skills they will need in the increasingly ambiguous global knowledge world of the twenty-first century. She also works extensively with industry to assist the use of these virtual environments as industry training initiatives. She has been awarded a number of Visiting Fellowships to universities in the UK, Canada, USA and within Australia.

**Hyunjung Kim** is a third year doctoral candidate in the Department of Communication at the State University of New York at Buffalo. Her research interests focus mostly on persuasion strategies in Computer-Mediated-Communication (CMC). Current projects include how online users perceive the referral messages from online friends, and how the strength of social ties and source credibility influence persuasion effect of referral message in CMC.

**John Lannon** has over 15 years experience working as a software designer/developer, mostly in the telecommunications industry. He now works with the human rights NGO *Aim for human rights* on their human rights impact assessment programme, and is a PhD candidate at Leeds Metropolitan University (UK) where he is studying information management in human rights movements. He has lectured at the University of Limerick (Ireland), and the University of the Witwatersrand and Rhodes University (South Africa). He has also been a human rights activist for over 20 years, and has campaigned on a wide range of issues over that time. He served on the board of the Irish Section of Amnesty International for six years and is a director of several non-profit and charitable organisations, including Soweto Connection which helps communities in South Africa cope with HIV/AIDS.

**Elspeth McKay** is a Senior Lecturer/Researcher in the School of Business IT at the RMIT University, Australia. Her PhD is in Computer Science and Information Systems, from Deakin University, Geelong, Australia. Elspeth also holds further qualifications in Instructional Design, Computer Education and Business Information Systems. Her work involves developing specialist e-Learning tools implemented through rich internet applications; including: ARPS – an advanced repurposing pilot system, COGNWARE – a multi-modal e-Learning framework, GEMS – a global eMuseum System, eWRAP – Electronic work readiness awareness programme, EASY – Educational/academic (skills) screening for the young, offering enhanced accessibility through touch screen technologies. Over the last decade Dr McKay has published extensively in the research fields of HCI and educational technology. In recognition of her contribution to the professional practice of information systems research, she was elected as a Fellow of the Australian Computer Society (ACS).

**Supriya Pattanayak** has her qualifications from the Tata Institute of Social Sciences, Mumbai (MA), the National Institute of Mental Health and Neuro Sciences, Bangalore (MPhil) and RMIT University, Australia (PhD). She has extensive teaching, research and policy experience and her research interest is in the field of gender and development issues, and social work pedagogy in different contexts. She has experience of working in small and large NGOs, multilateral agencies (UNHCR), bilateral agencies (DFID), federal and state governments and Universities in India and Australia. In her present
role as State Representative (Orissa), Department for International Development India (British High Commission), she works collaboratively with various development partners such as National and State Governments, other multilateral (World Bank, UNDP, UNFPA, UNICEF, WHO, WFP) and bilateral (DANIDA) agencies, International NGOs and civil society organisations in pursuance of harmonization of development efforts and achievement of the millennium development goals.

**Dennis Perry** pioneered information systems for the Victorian State Government and the Australian Labor Party. He worked on the introduction of Freedom of Information in Victoria in 1982 and was responsible for connecting the Premier’s Office in Victoria to the Internet. In 1989 Joan Kirner became the first State Premier with an Internet e-mail address. With the change of government in 1992, Dr Perry left the Victorian Government. He started tekniche in 1993 to continue a pattern of innovation in ICT at a national level. The ALP’s website, www.alp.org.au was the first political website in the world with a properly registered Internet domain name. His website is http://www.tekniche.com.au.

**Beth Robelia** is the founder of Kitchen Table Learning a consulting firm in St. Paul, Minnesota. She earned her Ph.D. in Curriculum and Instruction at the University of Minnesota concentrating on STEM education. Her background as a classroom teacher and tutor shapes her research which focuses on experiential and informal learning as well as contexts of learning. She has completed research on how focusing on environmental topics can enhance interest in chemistry. She is currently researching how environmental knowledge is related to behavior and how children’s play choices impact STEM skills.

**Michael A. Stefanone** is a faculty member in the Department of Communication at the State University of New York at Buffalo. His research focuses on the intersection of people, organizations and technology. His current research explores personality differences that influence how people position themselves within social and task networks over time, and how people’s social context influences technology adoption and use in the context of Web2.0. He has published in the *International Journal of Human-Computer Interaction, Computer Supported Collaborative Learning, Behavior and Information Technology*, and the *Journal of Computer-Mediated Communication*, among others.

**Diane Stanley-Horn** is a founder of Athena Software (www.AthenaSoftware.net) with eight years of experience working with human services organizations around the world to implement case management software. Diane is keenly interested in using technology to empower organizations through easing administrative burdens, facilitating the coordination, communication and supervision of service delivery and enhancing an organization’s ability to demonstrate the benefits of those services to their clients and communities. Diane received a B.Sc. from Wilfrid Laurier University in 1995, a M.Sc. from the University of Guelph in 1999, and is currently completing a PhD at the University of Guelph, Ontario, Canada as a Natural Sciences and Engineering Research Council of Canada (NSERC) scholar. Diane’s experience is rounded by many years of tutoring, volunteer work and University level teaching experience.