About the Contributors

Elayne Coakes is a senior lecturer in business information management. She has a BA (Pub Admin) from Sheffield Polytechnic, a MSc (information systems), and a PhD (information systems) from Brunel University. Her current research relates to knowledge sharing in organizations. She is an internationally acknowledged expert on sociotechnical thinking and knowledge management. She was a visiting professor in Seville University (Spain), under the government grant scheme for distinguished, international scholars, a visiting research fellow in Queens University (Canada), and a keynote speaker at Manchester University (UK) at the Tribute day for Enid Mumford. As the Vice-Chair of the BCS Sociotechnical Special Group she is active in promoting information systems and has edited three books of international contributions in this field. Since then she has co-authored Beyond Knowledge Management and the Encyclopedia of Communities of Practice in Information and Knowledge Management. Additionally, she has published more than sixty book chapters, peer reviewed journal articles, and conference papers.

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Sylvie Albert, Doctorate in Business Administration, Certified Economic Developer and Human Resource Manager, is Assistant-Professor of Strategy in the Faculty of Management at Laurentian University since 2004, and President of the management consulting firm Planned Approach Inc. since 1997. This is her second book dealing with online communities. Dr. Albert is a researcher and evaluator for selection of the Top 7 International Intelligent Community Awards, a member of the Council of Ontario Universities, and a former Director of two Ontario (Canada) provincial boards on community development dealing with telecommunication innovation. Dr. Albert has acted as Project Manager and advisor on many telecommunication networks across Canada and has been called upon to assist government in drawing policy and planning for regional telecommunication project development and evaluation. She was also a Municipal Director of Economic Development (1992-1997), and a Human Resource Consultant (1986-1992).

Barbara Cargill is Dean of International Programs at Trinity College, The University of Melbourne, where she leads a successful pre-university bridging program for international students. Formerly a Professorial Fellow in the Faculty of Business & Enterprise at Swinburne University of Technology, she held roles as Head of School, Dean, and acting DVC through a ten year leadership period. Barbara has had previous careers as a counsellor, organisational psychologist, and a consultant in organisational
change and management development prior to twenty-four years in academia. She holds a Bachelor of Arts, Master of Education, and Doctor of Business Administration. Her current research interests are in leadership of entrepreneurship within universities, strategic change and mixed-mode modelling.

**Ricardo Colomo-Palacios** is an Associate Professor at the Computer Science Department of the Universidad Carlos III de Madrid. His research interests include applied research in Information Systems, Software Project Management, People in Software Projects and Social and Semantic Web. He received his PhD in Computer Science from the Universidad Politécnica of Madrid (2005). He also holds a MBA from the Instituto de Empresa (2002). He has been working as software engineer, project manager and software engineering consultant in several companies including Spanish IT leader INDRA. He is also an Editorial Board Member and Associate Editor for several international journals and conferences and Editor in Chief of International Journal of Human Capital and Information Technology Professionals.

**Peter Duschinsky** is a change management consultant with over 30 years of experience of bringing best practice and new ways of working into the UK business and public sectors. After a career in British Telecom, Peter moved into best practice programme management to run a national best practice experience-sharing group and was for 8 years a director of BuyIT, the UK’s national e-business experience-sharing and best practice organization, where in 2000 he established the e-procurement Best Practice Group, with 40+ senior level members from industry, trade & professional institutions and government. In 2003, Peter left BuyIT to set up The Imaginist Company in order to focus on helping smaller companies survive and thrive in e-business and became an acknowledged expert in the complex public sector customer-supporter relationship with smaller companies. He led a National e-procurement Project for local government, where his work helped to form current government policy towards small and medium sized suppliers. This work led to his developing a new capability/complexity assessment methodology: INPACT (Integrated Process and Culture Transformation) to help his clients improve the level of success from their modernization and change projects. He has set out the principles of his approach in his new book, The Change Equation, available on Amazon. Peter is working with Elayne Coakes at the Westminster Business School to refine and calibrate his methodology. He is based in London.

**Don M. Flournoy**, Ph.D., is a Professor of Telecommunications in the School of Telecommunications, Ohio University, Athens. His research interests lie in the application of information and communication technologies (ICTs) to the solution of human problems. He is the author of seven books, including The Broadband Millennium: Communication Technologies and Markets, Chicago: International Engineering Consortium, 2004, and hundreds of scholarly articles and papers. From 1990-2007, Dr. Flournoy was Director of the Ohio University Institute for Telecommunications Studies. He is the founding Editor, Online Journal of Space Communication (www.spacejournal.org), and serves as Education VP on the board of the Society of Satellite Professionals International (www.sspi.org), the professional development association of the satellite and space industry. Prof. Flournoy holds an undergraduate degree from Southern Methodist University (1959), and graduate degrees from the University of London-UK (1961) and the University of Texas (1965). He was Assistant Dean, Case Institute of Technology, Cleveland (1965-1969); Associate Dean, State University of New York/Buffalo (1969-71); Dean of the University College at Ohio University (1971-81).
Angel García-Crespo is the Head of the SofLab Group at the Computer Science Department in the Universidad Carlos III de Madrid and the Head of the Institute for promotion of Innovation Pedro Juan de Lastanosa. He holds a PhD in Industrial Engineering from the Universidad Politécnica de Madrid (Award from the Instituto J.A. Artigas to the best thesis) and received an Executive MBA from the Instituto de Empresa. Professor García-Crespo has led and actively contributed to large European Projects of the FP V and VI, and also in many business cooperations. He is the author of more than a hundred publications in conferences, journals and books, both Spanish and international.

Bas Giesbers obtained a Master degree in educational and developmental psychology at Tilburg University, the Netherlands. He gained experience as an educational technologist and teacher in distance education and is currently working as project leader e-learning at the department of Educational Research and Development of the Maastricht University School of Business and Economics. The projects he is involved in mainly concern remedial teaching; i.e. the development and implementation of pedagogical approaches that allow prospective international bachelor and master students as well as professionals to deal with deficiencies in their knowledge and skills. In this context, Bas conducts research on the support of collaborative (e-)learning by means of ICT in general and web-videoconference in particular.

M. Gordon Hunter is a Professor Information Systems in the Faculty of Management, University of Lethbridge, Alberta, Canada. He has also been appointed Visiting Professor, London South Bank University. He has held visiting positions at universities in Australia, England, Germany, Monaco, New Zealand, Poland, Turkey, and USA. In 2009 Gordon was a Fellow at the University of Applied Sciences, Munich, Germany. During 2005 Gordon was an Erskine Fellow at the University of Canterbury, Christchurch, New Zealand. Gordon’s research approach takes a qualitative perspective employing Personal Construct Theory and Narrative Inquiry to conduct in depth interviews. He applies qualitative techniques in interdisciplinary research such as Multi-Generation Small Business, Healthcare, and cross-cultural investigations. His current research interests in the information systems (IS) area include the effective management of IS with emphasis on the personnel component; the role of Chief Information Officers; and the use of IS by small business.

Isa Jahnke, Assistant Professor, got the Diploma degree of social science in 1998, PhD in 2005 and is Assistant Professor since 2008. She worked three years at a business consultancy. From 2001-2004, she was at the Dortmund University at the Department of Computer Science, then 2005-2008 at the University of Bochum (Information and Technology Management), and now at the Center for Research on Higher Education and Faculty Development (HDZ) at the TU Dortmund University, Germany. Her research focuses on teaching and learning processes using digital media. In more detail, she studies socio-technical learning communities for designing higher education. Isa Jahnke has written more than 50 papers. Currently, she is project leader for “DaVINCI – creativity-fostered learning cultures at universities” (funded by Federal Ministry of Education and Research, Germany) and member of the European project PeTEX “Platform for eLearning and telemetric experimentation”.

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**Martin Johnson** is the director of the Thalidomide Trust. He has gained degrees in Divinity, Management, and Behavioural Science. He has published a number of management and medical papers. Recent work has involved uncovering the history of the drug Thalidomide, as a by-product of developing a European support network for thalidomiders. He served for 21 years in the Royal Air Force, first as a pilot on Vulcan and Canberra aircraft, and later in administrative roles and as a NATO intelligence specialist. His career after leaving the RAF included working as a Financial and Management Adviser, mainly with small companies, and then as a Hospice CEO. After 6 years in this role, during which he oversaw the expansion of adult care and the development of a children’s hospice, he was appointed to the Thalidomide Trust in 2000. Since then, the Thalidomide Trust has developed a Volunteer Visitor Service, and an innovative approach to supporting the health needs of the beneficiaries. The period has also seen the overturning of inappropriate taxation of Trust payments to beneficiaries, and a major new settlement with Diageo plc.

**Linda Lichel** studied at Maastricht University School of Business and Economics (International Business) and during her Bachelor educations she gained international experience at EDHEC in France. She obtained her Masters degree in Strategic Marketing in August 2008. Her final master thesis dealt is titled: “Product Harm Crises: The Impact of Post-Crisis Advertising Appeals on Consumer Attitude.” After graduating she started her PhD at the department of Marketing & Supply Chain Management at Maastricht University. Her research focus lies on consumer behavior in Online Social Networks.

**Marcos Ruano Mayoral** is a consultant at EGEOIT, Spain. Formerly he was a Research Assistant of the Computer Science Department at Universidad Carlos III de Madrid. He holds a BSc in Computer Systems from Universidad de Valladolid and a MSc in Computer Science from Universidad Carlos III de Madrid. He has been involved in several research projects as information management engineer and software consultant.

**Allan McLay**, Post-graduate Program Director and Senior Lecturer: Engineering Management and Quality Management. School of Aerospace, Mechanical and Manufacturing Engineering, RMIT University, Melbourne, Australia. Experienced academic in the tertiary-education sector in Australia, UK and Thailand. Extensive consulting and advisory services to State and Federal Government agencies covering issues in: technology management; innovation & change management; advanced information and communications technologies; cleaner production; educational program development. Active involvement in the development and implementation of innovation and change in many areas of university life and the education system nationally, with a particular focus on the introduction and use of telematic media in the delivery and management of educational programs and services. Current research interests include: the development of a proposed ‘taxonomy’ for identifying essential characteristics in organizations interested in the application of advanced visualization systems, particularly as related to the management of engineering and technology-based environments; the development of strategic management systems and associated planning frameworks with a socio-technical orientation and their implementation in engineering and technology-based organizations; developing and testing strategies for collaborative learning in mixed populations of local and international postgraduate students.
Miles G. Nicholls is a Professor of Business Modelling and Deputy Head Research in the Graduate School of Business at RMIT University in Melbourne, Australia. Miles received his MEc and PhD from Monash University where he specialised in econometrics and operations research. He has spent the last fifteen years managing research as well as researching in his areas of interest - mixed-mode modelling and production and process modelling. Miles has published in excess of eighty refereed papers in journals and conferences and published in journals such as the Journal of the Operational Research Society, European Journal of Operational Research, Operations Research, Journal of Global Optimization, and the Journal of Heuristics.

Miriam Pinckaers obtained a Master’s degree with honour in International Business at Maastricht University, the Netherlands. She wrote her master thesis on “The added value of online social networks for jobseekers”. The results of this thesis where presented at the 16th EDiNEB conference for Advances in Business Education and Training in Baltimore, USA. Miriam currently works as a management trainee at TNT N.V.; a company offering mail and express services globally. In her current role she is employed as a Human Resources and Operations Advisor. Here she is involved in projects concerning change management, employee motivation, education & development and absenteeism policy.

Bart Rienties, PhD, is lecturer higher education academic practices and initiatives at University of Surrey and affiliated assistant professor of effective use of E-learning at Maastricht University. As economist and educational psychologist he conducts mini-disciplinary research on work-based and collaborative learning environments and focuses on the role of social interaction in learning.

Pedro Soto-Acosta is a Professor of Management at the University of Murcia (Spain). He holds a PhD in Management Information Systems (MISs) and a Master’s degree in Technology Management from the University of Murcia. He received his BA in Accounting and Finance from the Manchester Metropolitan University (UK) and his BA in Business Administration from the University of Murcia. He attended Postgraduate Courses at Harvard University (USA). His work has been published in journals such as the European Journal of Information Systems, the International Journal of Information Management, the Information Systems Management, and the Journal of Enterprise Information Management, among others.

Rosemary Stockdale is an Associate Professor in the Faculty of ICT at Swinburne University of Technology in Melbourne, Australia. She has worked in universities in New Zealand, Austria, Western Australia and Scotland, teaching and researching in Information Systems. Her research interests include uses of information systems in the health sector and the development and uses of online communities. Dr Stockdale has published in a range of Information Systems journals including Information and Organization and the European Journal of Operational Research and is an associate editor of the Journal of Systems and Information Technology.
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**Dirk Tempelaar**, PhD, is senior lecturer in the Department of Quantitative Economics of the Maastricht University School of Business and Economics. His main teaching is in the areas of statistics and research methods, and the design of problem-based learning programs in these topics. The preparation of prospective bachelor and master students by offering online summer courses in math and statistics is a second major focus. His research interest is in understanding student learning in self-regulated learning contexts, and investigating students’ learning patterns in blended learning environments.

**Carla van de Sande** is an Assistant Professor of Mathematics Education at Arizona State University, having completed her doctoral work in Cognitive Studies at the University of Pittsburgh in 2008. Her research focuses on help seeking, in particular how high school and university students get help for completing their mathematics course assignments. She studies help seeking both in traditional face-to-face contexts (help centers) and in emergent online environments (forums). This research, which targets formal learning in informal settings, extends our understanding of student learning beyond the walls of the classroom and should help us to better support autonomous, self-regulated learners.