About the Contributors

Jonathan Bishop has been writing about Internet trolling since 2008. Known to those who like him as having a wicked and mischievous sense of humour, it is easy to see why the topic is so appealing to him. He has accolades on trolling from sources that appeal to all reading levels and intelligences. He has featured in articles in newspapers aimed at all abilities such as The Sun, The Star as well as in more highbrow newspapers like The Western Mail, Wales on Sunday and Daily Mail, winning Letter of the Week for his debut letter to the editor on Internet trolling in the latter, which was also a featured letter. His academic credentials on trolling are also without question. He has dozens of research papers on Internet trolling published and other data misuse published in journals as learned as *The Statute Law Review*, *the International Review of Law*, and *Computers and Technology*. In 2011, he founded The Trolling Academy, as part of the Centre for Research into Online Communities and E-Learning Systems, a global research initiative with offices in over 5 countries.

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Karen Brown, Ph.D. (Cand.), is an instructor in the School of Criminology at Simon Fraser University and the Projector Coordinator for the Centre for Education, Law and Society in the Faculty of Education at Simon Fraser University. Her primary research focuses on violence and threats against lawyers, law and legal citizenship in schools, cyber-bullying and cyber-crimes in schools, and studying the counterpoint to cyber-bullying – cyber-kindness, and reviewing the positive aspects of online exchange and interaction.

Wanda Cassidy, Ph.D., is Associate Professor of Education and Director of the Centre for Education, Law and Society at Simon Fraser University in British Columbia, Canada, a centre which seeks to improve the legal literacy of youth through a program of research, teaching, program development and community-based initiatives. Her work focuses on the relationship between law/citizenship education and social justice, and the values that underpin a civil society, including the ethics of care, inclusion and social responsibility. Recently she completed a four-year SSHRC study examining the ethics of care in schools and is currently working on a project that examines students’ and educators’ understanding of human rights, identity, citizenship and environmental sustainability. She also researches cyber-bullying and cyber-kindness.
Charlie Chen is an assistant professor in the Department of Computer Information Systems at Appalachian State University. He received his PhD in management information systems from Claremont Graduate University. Dr. Chen likes to view the field of management information systems from infrastructural, managerial, and operational perspectives. He is working on improving information system solutions in each of these three areas. His current main research areas are online learning, social learning technology, mobile commerce, and security awareness.

Miranda Dandoulaki is an expert in risk management with considerable field experience. She has studied civil engineering (NTUA 1981) and owns a MSc in regional development and a PhD in spatial planning. She has worked for the Greek Earthquake Planning and Protection Organization (1994-2002) and the Joint Research Centre of the European Commission (2004-2008) and has served as Vice Director of the European Centre for the Prevention and Forecasting of Earthquakes. She is presently appointed by the Greek National Centre for Public Administration and Local Government as a scientific and research officer in the Institute of Training. Dr. Dandoulaki has significant research experience and has published in books and scientific journals. Her current research interests lay in multidisciplinarity of disaster management and in spatial aspects of risk management.

Vanessa Paz Dennen is an Associate Professor of Instructional Systems in the Department of Educational Psychology and Learning Systems at Florida State University. Prior to joining the faculty at Florida State University she was an Assistant Professor of Educational Technology at San Diego State University and earned a PhD in Instructional Systems Technology from Indiana University. Her research, broadly described, investigates the nexus of cognitive, motivational, and social elements in computer-mediated communication. Within this larger area, her work has concentrated on two major problems: the study of learner participation in computer-supported collaborative learning activities; and, more recently, the study of interactions, norm development, and support networks within online communities of practice.

Lakshmi Goel is a PhD candidate in the Decision and Information Sciences Department at the C.T. Bauer College of Business, University of Houston. She holds an MS in computer science from the University of Houston. Her research interests include knowledge sharing, learning, and collaboration through information technologies such as blogs, wikis, knowledge management systems, and virtual worlds.

Călin Gurău is Associate Professor of Marketing at GSCM - Montpellier Business School, France, since September 2004. His present research interests are focused on marketing strategies for high-technology firms, internet marketing and sustainable development. He has published more than 50 papers in internationally refereed journals, such as International Marketing Review, Journal of Consumer Marketing, Journal of Marketing Communications, et cetera.

Matina Halkia is an architect engineer and human computer interaction expert. Her core research interests lie in augmented reality/ICT applications in physical/architectural space. She is currently working on emergency response map validation and urban analysis for remote sensing applications in human security contexts. She has studied History of Art and Architecture at Tufts University under a Fulbright Scholarship and Media Arts and Sciences at the Massachusetts Institute of Technology. She
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has worked as an interaction designer in Boston (1997-1998), and as principal investigator at Starlab Laboratories, a technology think-tank, in Brussels (1998-2001). Since 2001 she works for the Joint Research Centre of the European Commission, currently at the Global Security and Crisis Management Unit, as a scientific officer.

José Alberto Hernández Aguilar received PhD Grade in 2008 at Universidad Autónoma del Estado de Morelos (UAEM). He received the MBA degree in 2003 at Universidad de las Américas (UDLA), A.C. Since 2002, he is part time professor at UDLA, México, D.F., for the IT Career, and since 2007 year, he is part time professor at the Sciences Faculty at UAEM. Areas of interest: Databases, Artificial Intelligence, Online Assessment Systems and Marketing Research.

Silke Holtmanns received a PhD in mathematics from the University of Paderborn (Germany), Department of Computer Science and Mathematics. She is a principal member of the research staff at Nokia Research Center since 2004. Before she was working in Ericsson Research Lab Aachen (Germany) as a master research engineer and at the University of Paderborn as a scientific assistant. She has more than 30 publications and is rapporteur of six 3GPP security specifications and reports and involved in various standardization activities. Her research activities involve trust, privacy, identity management and mobile application security.

Gábor Hosszú received the MSc degree from Technical University of Budapest in electrical engineering and the Academic degree of Technical Sciences (PhD) in 1992. After graduation he received a three-year grant of the Hungarian Academy of Sciences. Currently he is a full-time associate professor at the Budapest University of Technology and Economics. He published several technical papers, chapters and books. In 2001 he received the three-year Bolyai János Research Grant of the Hungarian Academy of Sciences. He led number of research projects. His main interests are Internet-based media-communication, multicasting, P2P communication, network intrusion detection, character encoding, and script identification, and the VHDL based system design.

Margaret Jackson, Ph.D. is Professor in the School of Criminology at Simon Fraser University, Co-Director of the SFU Institute for Studies in Criminal Justice Policy, and Director of FREDA, which undertakes research on violence against women and children. She was principal investigator for a Ministry of Justice study on child abuse. Other research areas of interest include bullying/cyber-bullying, problem-solving courts and sociocultural factors impacting marginalized girls and youth. These involvements resulted in her serving as a co-investigator/principal investigator for SSHRC, Status of Women, Heritage Canada, Metropolis-RIIM and NCPC grants, as well as currently for two CIHR grants.

Niki Lambropoulos is an experienced e-learning expert, researcher, consultant, HCI designer, and online communities manager. Her interests fall in the fields of E-Learning, and Idea Management for Distributed Leadership and User Innovation Networks. She was born in Ancient Olympia, Greece. She holds two BAs and a Diploma in Education from the University of Athens, Greece and an MA in ICT in Education from the Institute of Education, University of London. She finished her PhD at London South Bank University, UK. She started working as a Greek language teacher in Greece in 1989. She
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has worked as a Greek language, ICT teacher and ICT coordinator, and from 2002-2006 as a Project Manager mostly over the Net. She now works as a researcher in EU projects. Outside her office she likes Yoga, reading, arts, swimming, and cloud watching. She enjoys working collaboratively over the Net.

Tong Liu (t.liu@massey.ac.nz) has degrees in engineering design from Sichuan University, China, an Honour’s degree in information science, and a master’s degree in computer science, both from Massey University, Albany, New Zealand. Her current research interest is the design of online systems that better support human and social interactions, with e-mail being just one example. Others include online auctions, online learning systems, wikipedias and blogs, and online voting systems. Her goal is to help develop more socially aware software.


Paolo Massa is a researcher at the Institute for Scientific and Technological Research (IRST) in Trento, Italy. He received his PhD from ICT International Graduate School of University of Trento in March 2006 defending a thesis titled “Trust-aware Decentralized Recommender Systems.” He has a master’s in computer science from Eastern Piedmont University, Italy. His research interests are trust and reputation, recommender systems and social software. Contact him at massa@itc.it.

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Elham Mousavidin is a PhD candidate in the Decision and Information Sciences Department at the C.T. Bauer College of Business, University of Houston. She received her MBA from C. T. Bauer College of Business. Her research interest lies in the area of information systems development (ISD). Currently she is studying technological frames of reference in the process of ISD. She has also been involved in research on web-enabled communities (e.g., Weblogs) and virtual worlds, and their potential applications in organizations.
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Carlos Alberto Ochoa Ortiz-Zezzatti (Bs’94-Eng. Master’00-PhD’04-Postdoctoral Academia Research’06 & Industrial Postdoctoral Research’09). He has 1 book, and 7 chapters in books related with AI. He has supervised 12 thesis of PhD, 13 thesis of master and 27 thesis of Bachelor. He participated in the organization of HAIS’07, HAIS’08, HAIS’09, HAIS’10, ENC’06, ENC’07, ENC’08, MICAI’08, MICAI’09 & MICAI’10. He is a permanent reviewer at Computers in Human Behavior Journal of Elsevier.

Lorne Olfman is dean of the School of Information Systems and Technology and Fletcher Jones chair in Technology Management at Claremont Graduate University. He came to Claremont in 1987 after graduating with a PhD in business (management information systems) from Indiana University. Dr. Lorne’s research interests include how software can be learned and used in organizations, the impact of computer-based systems on knowledge management, and the design and adoption of systems used for group work.

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Terry Ryan is an associate professor in the School of Information Systems and Technology at Claremont Graduate University. His teaching and research interests are in the design, development, and evaluation of information systems to support teaching and learning, online discussions and dialogues, and preparing for and responding to emergencies.
Brian Whitworth completed his psychology master’s thesis on the implications of split-brain research. After being the New Zealand Army senior psychologist, he became a defense computer analyst, then worked in operational simulations. After “retiring” his doctorate on how online groups create agreement sparked an interest in the design and evaluation of “social-technical systems.” He has published in journals like Small Group Research, Group Decision & Negotiation, THE DATABASE for Advances in IS, Communications of the AIS, IEEE Computer, Behavior and Information Technology (BIT), and Communications of the ACM. He is now at Massey University (Albany), New Zealand. For more information, visit http://brianwhitworth.com.

Zheng Yan holds two master’s degrees from Xi’an Jiaotong University, China and National University of Singapore, respectively. She received her licentiate degree at the Helsinki University of Technology. She will defend her doctoral dissertation about trust management for mobile computing platforms in 2007. Zheng is a senior member of research staff at the Nokia Research Center, Helsinki. Before joining in the NRC in 2000, she worked as a research scholar at I2R and software engineer at IBM SingaLab, Singapore. She first-authored more than 20 paper publications. Her research interests are trust modeling and management; trusted computing; trustworthy software, applications and services; usable security/trust and DRM.