About the Contributors

**Nikos Karacapilidis** holds a professor position at the University of Patras (management information systems). His research interests lie in the areas of intelligent Web-based information systems, technology-enhanced learning, e-collaboration, knowledge management systems, group decision support systems, computer-supported argumentation, enterprise information systems and Semantic Web. He has been recently appointed as editor-in-chief of the Advances in Web-based Learning (AWBL) book series, published by IGI Global (http://www.igi-pub.com/bookseries/details.asp?id=432). More detailed information about his publications list, research projects involved and professional activities can be found at http://www.mech.upatras.gr/~nikos/.

* * *

**Dimitris Andreou** is currently a software engineer at the Institute of Computer Science in FORTH. He holds a BSc in applied informatics from the University of Macedonia, and an MSc in computer science from the University of Crete. His is interested in object oriented programming, graph theory, and designing effective programming interfaces.

**Willem-Paul Brinkman** is assistant professor at Delft University of Technology, The Netherlands, working in the man-machine interaction section. He is also an associate researcher in the School of Information Systems, Computing and Mathematics at Brunel University, UK. Here he has been teaching the module Foundations of Computing as a lecturer from 2003 to 2007. He obtained his PhD degree at the Technische Universiteit Eindhoven, The Netherlands, and he also has a Postgraduate Certificate in Teaching and Learning in Higher Education (PGCert). His research interests lie in the area of the human-computer interaction and computer-assisted learning. Dr. Brinkman is currently a member of the executive committee of the European Association of Cognitive Ergonomics (EACE), and a member of the programme committee of BCS HCI conference between 2005 and 2008.

**Vassilis Christophides** studied electrical engineering at the National Technical University of Athens (NTUA), Greece. He received his DEA in computer science from the University PARIS VI and his PhD from the Conservatoire National des Arts et Metiers (CNAM) of Paris, France. He is an associate professor at the Department of Computer Science, University of Crete, and affiliated researcher at the Information Systems and Software Technology Laboratory of the Institute of Computer Science Foundation for Research and Technology-Hellas (FORTH-ICS). His main research interests include Semantic Web and peer-to-peer information management systems, semistructured and XML/RDF data.
About the Contributors

models and query languages as well as description and composition languages for e-services. He has published over 60 articles in international conferences and journals and has served on numerous conferences program committees (ACM SIGMOD, VLDB, EDBT, WWW, ISWC, ICWE, ICWS, ECDL). He has received the 2004 SIGMOD Test of Time Award and the Best Paper Award at the 2nd and 6th International Semantic Web Conference in 2003 and 2007.

Elisabetta Cigognini is a PhD student in Telematics and Information Society by the Electronics and Telecommunications Department of the University of Florence. She works in the domain of “personal knowledge management skills acquisition for lifelong learners in the Knowledge Society”. In 2003 she received the degree in communication sciences at Iulm University of Milan. In 2004 she was granted the post-graduate master title in “e-Learning Project Management and Design” by the University of Florence; since then she collaborated as eLearning contractor, instructional designers and eTutor both in corporate and in academic contexts. Her main research interests concern personal knowledge management skills, personal learning environment, instructional design, collaborative working environment, learning and knowledge management, e-learning and e-knowledge.

Martha Cleveland-Innes is associate professor in the Center for Distance Education at Athabasca University. She is an award winning scholar in distance and higher education with an active research and publication program. Current research interests are the lived experience of online learners and instructors, affective outcomes and emotional presence in online learning and leadership in open and distance higher education. Awards include the 2005 Canadian Association for Distance Education Excellence in Research Award and a finalist for the Best Paper Award at the 2006 conference of the European Distance Education Network. She teaches Research Methods and Leadership and Project Management in distance and distributed learning.

Yogesh Kumar Dwivedi is a lecturer in the School of Business and Economics, Swansea University. He obtained his PhD on ‘Investigating consumer adoption, usage and impact of broadband: UK households’ and an MSc in information systems from Brunel University. His research interests include the adoption, usage and impact of telecommunication technologies, the Internet and e-commerce. He has co-authored more than 20 papers in academic journals and international conferences. He is a member of the Association of Information Systems (AIS) and Lifetime Member of Global Institute of Flexible Systems Management, New Delhi.

Anastasios Economides is an associate professor of computer networks at the University of Macedonia, Thessaloniki, Greece. He holds an MSc and PhD in computer engineering from the University of Southern California, Los Angeles. His research interests include Mobile Networks and Applications. He has published over 100 peer-reviewed papers.

Sandy El Helou is a PhD student at the École Polytechnique Fédérale de Lausanne (EPFL). She received her BE degree in computer Engineering (with emphasis on communication) from the Lebanese American University in 2006. Her research interests lie in the field of computer supported cooperative work (CSCW), in the modeling, design, development and evaluation of social software applications and personalized awareness services for sustaining collaboration and cooperation for online communities.
About the Contributors

She is currently involved in Palette, a European Project aiming at developing interoperable Web services to sustain individual as well as organizational learning in CoPs.

Christina Evangelou received her Diploma from the Mechanical Engineering and Aeronautics Department, Patras University, Greece in 2001, and since 2005 she holds PhD from the same Department. She is currently a post-doctoral research collaborator in the Knowledge Multimedia Laboratory of the Informatics and Telematics Institute of Centre for Research and Technology Hellas. Her research work focuses on collaborative and computer mediated decision support systems, knowledge management, multicriteria decision aid, ontologies and semantic representation.

Giorgos Flouris is currently a researcher at the Institute of Computer Science in FORTH. He holds a BSc in Mathematics from the University of Athens and an MSc and a PhD in computer science from the University of Crete. He has worked as a post-doctoral research fellow at the Istituto della Scienza e delle Tecnologie della Informazione (ISTI) of CNR in Italy, under an ERCIM “Alain Bensoussan” post-doctoral fellowship. His research interests lie in the areas of knowledge representation and reasoning, belief revision, the semantic web and ontology evolution. Giorgos has published more than 25 research papers in peer-reviewed workshops, conferences and journals and has received a number of scholarships and awards, including a Best Paper Award in STAIRS-06. He is currently involved in the EU projects KP-Lab and CASPAR and has organized, or been involved in the organization of, several workshops, conferences and journal issues.

Randy Garrison is currently the director of the Teaching & Learning Centre and a full professor in the Faculty of Education at the University of Calgary. Dr. Garrison has co-authored a book titled E-Learning in the 21st Century where he provides a framework and core elements for online learning. He has most recently co-authored a book titled Blended Learning in Higher Education that uses the Community of Inquiry Framework to organize the book. Dr. Garrison won the 2004 Canadian Society for Studies in Higher Education Award for distinguished contribution to research in higher education and the 2005 Canadian Association for Distance Education Excellence in Research Award.

Denis Gillet is MER (associate professor) at the École Polytechnique Fédérale de Lausanne (EPFL). He received the PhD in information systems in 1995 from the EPFL. His research interests include distributed e-learning systems, sustainable interaction systems, computer-supported collaborative learning, real-time and ubiquitous Internet services, as well as hierarchical control systems. Dr. Gillet received the 2001 iNEER (International Network for Engineering Education and Research) Recognition Award for Innovations and Accomplishments in Distance and Flexible Learning Methodologies for Engineering Education. He is involved in many national and European projects dealing with Technology Enhanced Learning and Distributed Systems, including the ProLEARN Network of Excellence (http://www.prolearn-project.org) and the Palette Integrated Project (http://palette.ercim.org).

George Gkotsis is a PhD student at the Mechanical Engineering and Aeronautics Department, University of Patras. He works as a research collaborator at the E-learning Sector of the Research Academic Computer Technology Institute, Patras, Greece. He holds an MSc from the Computer Engineering and Informatics Department, University of Patras (2005). His research interests are on collaboration, argumentation systems, knowledge management and visualization, Web engineering and hypertext.
Dianne Hall is an associate professor of MIS at Auburn University. She received her doctorate at Texas A&M University where she also taught and consulted for several years. Her work has appeared in both academic and practitioner journals such as Decision Support Systems, Communications of the ACM, Communications of the AIS, Journal of Financial Services Marketing, Knowledge Management Research and Practice, and the Journal of Information Technology Theory and Application. Her work has also appeared in several books. Her current research interests include applications of information technologies in support of knowledge-based processes as well as multiple-perspective and value-based decision-making.

Nikos Karousos holds a Diploma (1998) and an MSc (2000) from the Dept. of Computer Engineering and Informatics University of Patras, Greece. He is currently a PhD student in the provision of hypertext services. He works in the E-Learning Sector of the Research Academic Computer Technology Institute, Patras, Greece. His research is focused on the areas of hypertext/hypermedia, web services, developer support, WWW technologies and knowledge management.

Terry Kidd is the director of instructional development and support services at the University of Texas Health Science Center School of Public Health. He has presented at international conferences on designing technology rich learning environments, web based instruction, and issues dealing with faculty and staff development. His research interests include designing technology-based learning environments, instructional design strategies for web based instruction and socio-cultural aspect of information communication and technology as they relate to social change and community development. He is in the final stages of completing the doctoral degree from the Texas A&M University focusing on Educational Technology.

Ellen Kinsel completed her master’s degree in distance education from Athabasca University in 2004. She has extensive experience as an online student and in online instruction design. Ellen is currently working for Odyssey Learning Systems, providing support and training for instructors and administrators using the Nautikos learning and content management system.

Dimitris Kotzinos is an assistant professor at the Department of Geomatics and Surveying at the TEI of Serres and an affiliated researcher at the Information Systems and Software Technology Laboratory of the Institute of Computer Science, Foundation for Research and Technology-Hellas (FORTH-ICS). He holds a PhD on the topic of application of digital map technologies on developing internet based Advanced Traveler Information Systems (ATIS) from the Department of Production and Management, Technical University of Crete, Greece (2001) and an MSc in transportation, from the Civil Engineering Department, Ohio-State University, Columbus, USA (1996). His BS is in computer science, Department of Computer Science, University of Crete, Greece. (1994). His main research interests include development of methodologies, algorithms and tools for web based information systems, portals and web services. Especially applications of the above in the fields of: E-learning, Geographic Information Portals, real-time Advanced Traveler Information Systems (A.T.I.S.). He has published over 25 papers in various journals, conferences and workshops and serves as a program committee member and reviewer for various conferences and journals.
**About the Contributors**

**Teresa Lang** is an assistant professor of accounting at Columbus State University. She earned her doctorate at Auburn University while working as a full-time instructor. She is a licensed CPA with 15 years experience with “Big”, medium, and local accounting firm firms. She also hold the designations of CISA and CITP. Her research has appeared in several academic journals such as *Journal of Computer Information Systems*, *Omega*, and *Academic Exchange Quarterly*. Her current research interests include technology in education, privacy and control issues related to data management, and IT auditing.

**John Lim** is associate professor in the School of Computing at the National University of Singapore. Concurrently, he heads the Information Systems Research Lab. Dr. Lim graduated with First Class Honors in electrical engineering and an MSc in MIS from the National University of Singapore, and a PhD from the University of British Columbia. His current research interests include e-commerce, collaborative technology, negotiation support, IT and education, and IS implementation. He has published in MIS and related journals including *Journal of Management Information Systems*, *Journal of Global Information Management, Decision Support Systems, International Journal of Human Computer Studies, Organizational Behavior and Human Decision Processes, Behaviour and Information Technology, International Journal of Web-based Learning and Teaching Technologies, Journal of Database Management*, and *Small Group Research*.

**Amit Kumar Mandal** received his Master of Technology from IIT Kharagpur in 2006. His areas of interest include Internet and Web technologies, networking, neural networks, computer graphics and AI. He took up his first professional appointment in 2006 at Verizon where he continues to work now.

**Chittaranjan Mandal** is actively involved in developing technologies for electronic learning. He has developed tools for web based course management, automatic evaluation and advanced content delivery. He received his PhD in 1997 from IIT Kharagpur and is also an associate professor there, with the School of Information Technology and the Department of Computer Science and Engineering. He served as a reader at Jadavpur University prior to joining IIT Kharagpur. He is also an Industrial Fellow of Kingston University since 2000. His research interests include formal modelling, high-level design and web technologies. He has over fifty refereed conference and journal publications.

**Ben Martz** is a professor and chair of the Business Informatics Department at Northern Kentucky University. His teaching interests include groupware, team-based problem solving and entrepreneurship. He received his BBA in marketing from the College of William and Mary; his MS and PhD in business, with an emphasis in MIS, from the University of Arizona. Ben was one of the founding members, as well as president and COO, of Ventana Corporation - a technology, spin-off firm from the University of Arizona. Ben has published his research in *MIS Quarterly, Decision Support Systems, The Journal of Management Information Systems* and the *Decision Sciences Journal of Innovative Education*.

**Dora Nousia** is a senior computer engineer educated at the University of Patras, and currently, director of the eLearning Sector of Research Academic Computer Technology Institute(CTI), Greece. She has designed and managed large pilot projects on the utilization of ICT in schools in Greece and abroad, and she is a consultant for various aspects of the application of eLearning into the entire educational system. She leads projects related to innovative software development for communities, collaboration and distance learning.
Emiel Owens received his doctorate at University of Houston with an emphasis in research methods and statistical techniques in Education. Dr. Owens did further graduate work at University of Texas School of Public Health in the field of Biostatistics and Behavior Science. He has held research positions at University of Texas Health Science Center, Baylor College of Medicine, VA Hospital, and M.D. Anderson Hospital. Dr. Owens has also held teaching positions at Prairie View A & M, University of Houston at Clear Lake, and University of St. Thomas. He is currently an associate professor in the College of Education at Texas Southern University, and teaches courses in Educational Research and Statistics. Current research interest is in modeling longitudinal data.

Maria Chiara Pettenati is senior researcher at the Telematics Laboratory of the Electronics and Telecommunications Department of the University of Florence since late 2004. Until 2004 she held a post-doctoral research position in the same laboratory. In 2000 she received the PhD grade in Telematics and Information Society with a dissertation titled “Design and Development of a Web-based environment for teaching and learning” granted from the University of Florence. Between 1996 and 1999 she was PhD visiting student at the EPFL (Swiss Federal Institute of Technology, Lausanne, CH). Her main research interests concern collaborative working and learning environment, e-knowledge and network mediated knowledge, trust intermediation architectures, information interoperability architecture, Web of Data.

Andrew Rae (BSc(Rand), MA, PhD (Cantab), MA(London)). After research in pure mathematics at Cambridge University Andrew Rae lectured on mathematics at Warwick, Cambridge and London Universities before joining the mathematics department at Brunel University where he published in group theory and has set up a self paced learning module for first year Information technology students. Over 25 years enrolment on this module has grown from 12 to 165 students while supporting text, videos and, recently, web based material have been produced to a high standard.

Chris Reade is head of the Department of Informatics and Operations Management in the Business School at Kingston University. He has a research background in mathematics and computing, and foundations of computing in particular, having been a lecturer in computer science for many years. Research areas that he publishes in include functional programming, formal methods and modelling, programming language technology and web technologies. He has also done work in formal foundations for geometric modelling. At Kingston, he has developed interests in web technologies and applications. He has been collaborating with colleagues at IIT Kharagpur for several years in the areas of formal modelling and web technologies for e-Learning.

Yassin Rekik received the PhD degree in computer science from the École Polytechnique Fédérale de Lausanne (EPFL). He is a senior research associate at EPFL and professor at the University of Applied Sciences Western Switzerland (HES-SO). His research interests include Web-based learning, mobile learning, collaborative and group-oriented learning, and online experimentation and laboratory activities. Dr. Rekik is currently involved in several national and international initiatives and projects, in particular, the European Network of Excellence ProLEARN.
About the Contributors

**Chrysostomos Roupas** received the Diploma degree in electrical engineering from Aristotle University of Thessaloniki, in 2003, and the MSc degree in information systems from the University of Macedonia in 2006. His research interests are in the design and development of software systems.

**Christophe Salzmann** is a senior research associate at the École Polytechnique Fédérale de Lausanne (EPFL). He received his MS degree in computer Science from the University of Florida in 1999 and his PhD degree from the EPFL in 2005. His research interests include Web technologies, real-time control, and real-time interaction over the Internet with an emphasis on QoS.

**Morgan Shepherd** is an associate professor of information systems at the University of Colorado at Colorado Springs. Morgan spent 10 years in industry, most of that time with IBM. His last position with IBM was as a technical network designer. He earned his PhD from the University of Arizona in 1995 and has been teaching for the I/S department at the University of Colorado in Colorado Springs since then. His primary teaching emphasis is in telecommunications at the graduate and undergraduate level. He has also taught numerous courses on computer literacy, web design and systems analysis and design. In addition, he has been teaching courses via distance education for several years. His primary research emphasis is on making distributed groups productive and applying this research to business as well as education. His research has appeared in the *Journal of Management Information Systems*, *Decision Sciences Journal of Innovative Education*, and *Journal of Computer Information Systems*.

**Holim Song** is an assistant professor of instructional technology in the College of Education at Texas Southern University in Houston, Texas. He conducts research in the areas of multimedia integration on online learning environments. His research interests include designing and sequencing of online interactions, instructional strategies for web-based instruction, the impact of multimedia in online education, and designing and integrating multimedia learning objects to enhance instructional quality of face-to-face learning environment. He has a wide range of expertise in education, including secondary education and second language acquisition. He completed the MEd degree in second language education and the EdD degree in instructional technology from the University of Houston.

**Manolis Tzagarakis** holds a PhD in computer engineering & informatics and is currently a researcher at the Research Academic Computer Technology Institute in Patras, Greece. His research interests are in the areas of hypertext and hypermedia, knowledge management systems, collaboration support systems, technology-enhanced learning, and group decision support systems. He was the program chair of the ACM Hypertext 2005 conference and the workshop chair for the ACM Hypertext 2004 conference. He has served the program committees of several conferences and workshops. More detailed information can be found at http://tel.cti.gr/tzag/.

**Yannis Tzitzikas** is currently an assistant professor in the Computer Science Dep. at University of Crete (Greece) and associate researcher in Information Systems Lab at FORTH-ICS (Greece). Before joining the University of Crete and FORTH-ICS he was postdoctoral fellow at the University of Namur (Belgium) and ERCIM postdoctoral fellow at ISTI-CNR (Pisa, Italy) and at VTT Technical Research Centre of Finland. He conducted his undergraduate and graduate studies (MSc, PhD) in the Computer Science Department at University of Crete. In parallel, he was a member of the Information Systems Lab of FORTH-ICS for about 8 years, where he conducted basic and applied research around semantic-
network-based information systems within several EU-founded research projects. His research interests fall in the intersection of the following areas: information systems, information indexing and retrieval, conceptual modeling, knowledge representation and reasoning, and collaborative distributed applications. The results of his research have been published in more than 40 papers in refereed international conferences and journals, and he has received two best paper awards (at CIA’2003 and ISWC’07).

**Xinchun Wang** is an assistant professor of linguistics at California State University, Fresno. She received her PhD in applied linguistics from Simon Fraser University in Canada. Her research interests include applied linguistics, cross-linguistic speech perception and production, computer assisted language learning (CALL), and web-based interactive learning and collaboration. She has published research articles in related journals such as *System, International Journal of Web-based Learning and Teaching Technologies*.

**Yinping Yang** is currently a PhD candidate in the Department of Information Systems, School of Computing, at National University of Singapore since August 2003. During her candidature, Yinping has published in various international journals and conferences such as *Journal of Global Information Management, Behavior and Information Technology, IFIP WC8 International Conferences on Decision Support Systems, International Conference on Human-Computer Interaction, Workshop in Information Technologies and Systems, and Hawaii International Conference on System Sciences*. Her research work has centered on the conceptualization, design, implementation as well as industrial acceptance of web-based negotiation support systems. She has also looked into issues related to e-collaborations and group decision support systems.

**Yingqin Zhong** is currently a PhD candidate in the Department of Information Systems, School of Computing at the National University of Singapore. She has received Bachelor of Computing (Honors) in June 2003 and M.Sc. in MIS in 2005 from the National University of Singapore. Her primary research interests include cultural issues in e-collaboration, IT and education, and adoption of collaborative learning technology. Her papers have been published in *Information Resources Management Journal, International Journal of Web-based Learning and Teaching Technologies, Encyclopedia of Information Science and Technology, Hawaii International Conference on System Sciences, International Conference on Human-Computer Interaction, Annual Americas Conference on Information Systems, and Information Resource Management Association international conference*. 