About the Authors

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Susan H. Godar is associate professor and chairperson in the Department of Marketing and Management Sciences, Christos M. Cotsakos College of Business, William Paterson University, USA. Her research, primarily on virtual teams, business ethics, and marketing pedagogy, has appeared in such journals as Journal of Business Ethics, Journal of International Management, Industrial Marketing Management, and Services Marketing Quarterly. With Dr. Ferris, she has edited a book titled Virtual and Collaborative Teams: Process Technologies, and Practice (Idea Group Publishing, 2004). Dr. Godar served as a consultant to numerous companies and organizations in
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Lilianna Aniola-Jedrzejek, Senior Lecturer at the Poznan University of Technology (Poland), teaches English for specific purposes with the Department of Foreign Languages. She has a PhD in physics and became interested in online teaching/learning when she took a one-semester online course on designing Internet courses at Heriot-Watt University, Edinborough, Great Britain (1999). Since then she has coordinated three European Union projects within the Leonardo da Vinci program (one project currently underway), with the purpose of introducing instructional technology components to language learning. Since 2002, she has conducted, with Boehm, four online projects between students of the Poznan University of Technology and Saginaw Valley State University, Michigan (USA).

Rashmi H. Assudani will be joining the faculty at Williams College of Business, Xavier University, Cincinnati (USA) in Fall 2005. This chapter was written during her doctoral dissertation at the Faculty of Management, McGill University, Montreal, Canada. Her research interests lie in understanding the issues and challenges associated with the management of knowledge in organizations, especially across dispersed units. Her research has been published, and has been regularly awarded at leading academic and practitioner conferences.

Diane Boehm is director of instructional support programs at Saginaw Valley State University (USA), a regional state university in east-central Michigan. Her responsibilities include directing a university writing center in which approximately 25% of all sessions are conducted with nonnative speakers of English from other cultures. This experience, together with frequent travels to visit friends and universities in former Eastern European countries and Russia, led to the desire to open the world of other cultures to her students. Since 2002 she has conducted, with Aniola-Jedrzejek, four online projects between
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**Mark A. Fuller** is an associate professor and chair of the Department of Information Systems at Washington State University (USA). His major research interests include virtual teamwork, technology mediated learning, and consumer trust in e-commerce. Dr. Fuller’s past research has appeared in outlets such as *Information Systems Research, Group Decision and Negotiation, Decision Support Systems, the Journal of Information Systems Education, the Journal of Management Education*, and the *Journal of Management Information Systems*. He has been honored with a number of teaching awards, and has been very active in both MBA and Executive MBA programs during his career.
Terri L. Griffith (PhD, Carnegie-Mellon) is a professor of management in the Leavey School of Business, Santa Clara University (USA), and program director within the Center for Science, Technology, and Society. Her research interests include knowledge transfer in virtual work and “negotiated implementation”. Her current field research includes a National Science Foundation sponsored project to study three of the Fortune 100. Her work is published in journals such as Organization Science, Information Systems Research, MIS Quarterly, and the Academy of Management Review. She coedited the book, Research on Managing Groups and Teams: Technology (2000, JAI Press). She is a senior editor for Organization Science.

Noriko Hara held a position as an NSF postdoctoral research fellow in the School of Information and Library Science, University of North Carolina at Chapel Hill, before joining the faculty of the School of Library and Information Science, Indiana University (USA) in 2002. She is currently an assistant professor of information science and also a fellow in the Rob Kling Center for Social Informatics. Her research focuses on topics within social informatics, more specifically on mobilization of resources. Her studies examined the roles of the Internet in mobilizing civil society movements, online learning, and communities of practice in a digital environment.

Kathryn Hashimoto has been a faculty member at the University of New Orleans (USA) for the past 10 years. Because she specializes in understanding people’s behavior, her graduate degrees in psychology, management, and marketing aid her in teaching the service management and hospitality marketing courses. Dr. Hashimoto’s career began in resort management where she worked in training and marketing management for ten years. The next 12 years found Dr. Hashimoto teaching marketing at business schools in various universities in New Jersey. Her major research interests are in cross-cultural communications/advertising, consumer behavior, and service management.

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Robert Zheng, EdD, is an assistant professor of instructional and learning technology at Temple University, Pennsylvania (USA). He received his doctorate in curriculum and instruction from Baylor University (1998) with a concentration in educational technology. His research agenda include online learning and pedagogy, multimedia and cognition, and educational technology and assessment. He was the recipient and principal investigator of PT3 grant ($250,000) awarded by the U.S. Department of Education. His publications have appeared in refereed journals including *Educational Technology Research and Development*. He has presented extensively at national and international conferences.