## Acknowledgments

I thank the many online teachers, course designers, and administrators who have talked with me, formally or informally, about distance learning and online education. I have gained a greater understanding about the scope of online education by talking with educators at conferences, via bulletin board discussions, in e-mail messages, and through online workshops and classes. In particular, I acknowledge the faculty at Embry-Riddle Aeronautical University, Daytona Beach, Florida; the faculty, staff, and administrators at Franklin University, Columbus, Ohio; and participants of conferences held by the Society for Technical Communication, Asia-Pacific Chapter of the Association for the Advancement of Computing in Education, and Australasian Society for Computers in Learning in Tertiary Education; these educators provided me with valuable insights about their work.

I also thank Amanda Story for her work as a reader during the revision process.

I could not have completed this book without editorial assistance from Bartley Porter. My thanks go to Jimmie, Nancy, Heather, and Elvis for helping out in many ways.