

## Acknowledgments

Books of this nature are written only with the support of many individuals. We would like to thank the book's contributors, all of whom generously shared their vast knowledge of Web usage with us. We would like to acknowledge the help of all involved in the review process of the book, without whose support the project could not have been satisfactorily completed. A further special note of thanks goes also to the publishing team at Idea Group Publishing. In particular to Michele Rossi and Jennifer Sundstrom, both who continuously kept in touch, keeping the project on schedule, as well as to Mehdi Khosrow-Pour, whose enthusiasm motivated us to initially accept his invitation for taking on this project. In addition, we would like to thank Drexel University graduate students, Shilpa Ramdas Mahangade, Gaurav Wason, and Maliha Zaman who helped in administrating the entire process.

Finally, we thank our families, Sharmini, Vinesh, Dharman and Michael, Jessica, and Christa, for their love and support throughout this project.

*Murugan Anandarajan, PhD*  
*Department of Management*  
*Drexel University, USA*

*Claire A. Simmers, PhD*  
*Department of Management*  
*Saint Joseph's University, USA*