Index

Α

additive independence 36 additive value functions 103 additive value model 37 attitude 5, 6, 12, 20, 91

В

behavior 6, 12, 20, 91 behavior channeling 16 belief 21 beliefs 12 bi-plots 152 Blackboard™ 216, 228

C

causal factors 61
Centra™ 228
characteristic satisfaction 196
characteristic value 196
collaborative learning 73
collaborative learning effectiveness
73
comparative judgment 65

comparative measurement 92 comparative system effectiveness 88, 240 computer-assisted data collection computer-assisted instruction (CAI) computer-based technology 71 computer-mediated communication (CMC) 80 computer-user satisfaction 42 construct validity 136, 143 content validity 136, 143 correlation analysis 154 course homepages 149 course organization 100 Cronbach's α 47, 144, 208 curves 128

D

data analysis 146 data collection 55, 57, 145 data mining 9, 103, 166 decision support systems (DSS) 58

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

definition of value 21 **End-User Computing Satisfaction** design dimension 84 (EUCS) theory 5, 18 desktop videoconferencing 73 Eta (η) correlation 154, 208 dimension grid 117 EUCS index 56 dimension satisfaction 113, 126, **EUCS** instrument 52 196 evaluative belief 13 dimension value 126, 154, 196 evaluative judgment 33 dimensions of distance learning exhortatory belief 13 existential belief 13 systems 10 discriminant analysis (DA) 109 exploratory factor analysis 159 distance learning 213 exploratory qualitative research distance learning systems 74 133 external validity 142 documentation 57 extreme cases (outliers) 152 F e-learning effectiveness 69 e-learning environments 1 factor analysis 54, 155 e-learning system dimensions 100, family support 101 122, 161 first-order factors 55 e-learning systems 2, 22, 90, 95, 117, 123, 133, 208, 212, 240 General Conceptual Model 90 e-learning systems characteristics group decision support systems 3, 95, 133 (GDSS) 72 e-learning systems' dimension Н satisfaction 113 e-mail request 149 hardware adequacy 57 education 33 human behavior 16 effective 119 human dimension 81 effectiveness 90, 114, 124 human values 17 effectiveness curves 124, 128, 225 effectiveness grid 128, 130 importance of value 19 effectiveness of e-learning systems improvement judgment 65 90 improvement measurement 92 employer support 101 improvement system effectiveness end users 55, 56 88, 241 end-user computer satisfaction information systems (IS) 1, 20, 33 (EUCS) 52 Institutional Review Board (IRB) end-user computing 240 217 end-user computing satisfaction instrument development 138 (EUCS) 42, 50 instrument reliability 144

instrument validity 142 learners' overall satisfaction 89, 141, 241 instrumental values 24 internal validity 142 learners' overall value Internet commerce 39 89, 118, 141, 241 Internet protocol (IP) 134, 149 learners' perceived effectiveness IS behavioral studies 103 66, 90, 114, 128 IS characteristics 33 learners' perceived effectiveness of IS effectiveness e-learning systems 240 7, 13, 42, 58, 90, 208, 213 learners' perceived satisfaction IS Effectiveness theory 4, 19 8, 90, 93, 118, 143 IS satisfaction 44, 140 learners' perceived value IS satisfaction studies 103 8, 90, 93, 118, 143 IS satisfaction theories 87 learners' satisfaction 61, 88 IS service empathy 49 learners' satisfaction items (satis-IS service reliability 49 faction items) 241 IS success 63 Learners' Value Index of Satisfac-IS user satisfaction 207 tion (LeVIS) 4, 122, 123, 155, IS user satisfaction theory 4 211, 224 IS value 4 learners' value items (value items) items scales 140 5. 241 learning effectiveness 72, 81 J Likert-type items 30 "just-in-time" education 74 linearity 103 List of Values (LOV) theory 5, 18, K LOV instrument 31 knowledge discovery techniques Kolmogorov-Smirnov (KS) test 156 Mahalanobis distance 152 L Main Quantitative Research (Phase III) 148 learner dimension 102 margin of error for difference (MED) learners' attitude 94 180 learners' dimension perceived MCDA techniques 166, 211 satisfaction 117 mean absolute difference (MAD) learners' dimension satisfaction 180 measure 89, 141, 241 mean characteristic satisfaction learners' dimension value 118 118, 184 learners' dimension value measure mean characteristic value 184 89, 141, 241 mean dimension satisfaction 184 learners' overall perceived satisfacmean dimension value 184 tion 94, 118 mean satisfaction 119 learners' overall perceived value 94

mean squared difference (MSD) 180 mean value 119 means-ends values 39 measurable value function 36 measurement of IS effectiveness Media Richness theory 73 MHDIS 166, 210, 211 Minnesota Attitude Inventory (MTAI) instrument 28 MIS effectiveness 10, 60 MIS usage 63 missing data 151 mode of value 24 molar act 17 molecular act 17 MS®FrontPage® 145, 217 multi-criteria decision aid (MCDA) 103, 174 multicriteria satisfaction analysis (MUSA) 104, 211 multigroup hierarchical discrimination (MHDIS) 104, 174 multiple linear regression 111, 167, 210 multiplicative value model 37 MUSA techniques 166

Ν

non-linear models 178 normative judgment 65 normative measurement 92 normative system effectiveness 88. 241 normative view 92

0

online learners 3, 209 online learning courses 164 online-course evaluation code 145 operations research (OR) 33

ordinal logistic regression 111, 169, 211 ordinal value function 36 organizational effectiveness 66 overall grid 117 overall satisfaction 45, 93, 126, 178, 195, 223 overall value 45, 126, 154, 195, 223

PCA analysis 164 Pearson correlation 79, 154, 208 peer e-learning systems 92 peer systems 228 perceived effectiveness of an elearning system 9 perceived learning 181 perceived satisfaction 118 perceived value 118 perceived value of IS 208 perceptual screening 16 piece-wise linear approximation 105, 225 pilot group 204 pilot quantitative research 136 pilot study 132 PlaceWare™ 228 pop-up window 149, 219 pre-analysis data preparation 150 prediction of values 166 preferential independence 37 principal components analysis (PCA) 4, 26, 72, 132, 208 productivity 57 professor evaluation code 149 proposed e-learning system characteristics 241 proposed e-learning system dimensions 241

system availability 134 quantitative factor analysis 215 system reliability 100 quantitative research 147 system security and integrity 57 system uptime 134 system's effectiveness 2 ranking 31 Т ranking problems 112 rating of values 27, 139 teaching effectiveness 75 rating scale 26 technical support 165 reliability 56, 136, 142, 149, 215 technology mediated classrooms response-set 151 71 Rokeach's Value Survey (RVS) technology mediated learning (TML) theory 18, 23 field 181 **RVS** instrument 27 Technology Mediated Learning (TML) theory 1, 67, 84, 95, 117 satisfaction 2, 3, 6, 13, 17, terminal values 24 42, 90, 118, 124, 143, 213, TIP (Time, Interactions, and Prac-242 tice) theory 73 satisfaction factors 146, 157, 161 training and education 57 scree-plot 161 U second-order factor 55 SERVQUAL 49 UIS instrument 46 similar vector analysis 208 university classrooms 71 small-businesses computing user behavior 44 satisfaction 57 user information satisfaction (UIS) software adequacy 57 SPSS™ 220 user information satisfaction (UIS) standard error of difference (SED) instrument 141 180 User Information Satisfaction (UIS) standardized regression coeffitheory 5, 18 cients (SRCs) 167 user satisfaction 42, 88 Strengths-Weaknesses-Opportuni-User Satisfaction theory 6 ties-Threats (SWOT) 8, 117 UTA method (UTilités Additive) 104 student involvement 77 UTADIS (utilités additive "surrogate" 42 discriminantes) 105 "surrogate" construct for system utility function 104 effectiveness 6 utility independence 37 "surrogate" measures of IS effectiveness 60

survey items 242

Q

٧

value 2, 18, 90, 118, 124, 143, 213, 242 value factors 146, 157, 161 value item 156 value of e-learning systems 22 value ranking instruments 139 value theory 2, 5, 6, 10, 14, 19, 93 213 Value-Satisfaction and effectiveness grids 184 Value-Satisfaction Dimension Grid 187, 190 Value-Satisfaction grids 4, 8, 116, 123, 150, 155, 212, 217 Value-Satisfaction overall grid 212 vendor support 57 VLS (virtual learning systems) 1

W

weak-difference independence 37 Web-based survey 147 WebCT™ 216, 228