E–Collaboration: Concepts, Methodologies, Tools, and Applications

Ned Kock
Texas A&M International University, USA

Volume I
Volume I

Section I. Fundamental Concepts and Theories

This section serves as the foundation for this exhaustive reference tool by addressing crucial theories essential to the understanding of e-collaboration. Chapters found within these pages provide an excellent framework in which to position e-collaboration within the field of information science and technology. Individual contributions provide overviews of computer-mediated collaboration, communities of practice, and group decision support systems, while also exploring critical stumbling blocks of this field. Within this introductory section, the reader can learn and choose from a compendium of expert research on the elemental theories underscoring the research and application of e-collaboration.

Chapter 1.1. A Basic Definition of E-Collaboration and its Underlying Concepts

Ned Kock, Texas A&M International University, USA

Chapter 1.2. e-Collaboration Concepts, Systems, and Applications

Christos Bouras, Research Academic Computer Technology Institute and University of Patras, Greece
Eri Giannaka, Research Academic Computer Technology Institute and University of Patras, Greece
Thrasyvoulos Tsiatsos, Aristotlean University of Thessaloniki and Research Academic Computer Technology Institute, Greece

Chapter 1.3. Prerequisites for the Implementation of E-Collaboration

Thorsten Blecker, Hamburg University of Technology (TUHH), Germany
Ursula Liebhart, Alpen-Adria-University of Klagenfurt, Austria

Chapter 1.4. Computer Mediated Collaboration

Barrie Jo Price, The University of Alabama, USA
Section II. Development and Design Methodologies

This section provides in-depth coverage of conceptual architectures, frameworks and methodologies related to the design and implementation of e-collaboration systems, tools, and technologies. Throughout these contributions, research fundamentals in the discipline are presented and discussed. From broad examinations to specific discussions on particular frameworks and infrastructures, the research found within this section spans the discipline while also offering detailed, specific discussions. Basic designs, as well as abstract developments, are explained within these chapters, and frameworks for designing successful virtual environments, information systems, and knowledge sharing communities are presented.

Chapter 2.1. A Use-Centered Strategy for Designing E-Collaboration Systems ........................................ 165
   Daniel H. Schwartz, Air Force Research Laboratory, USA
   John M. Flach, Wright State University, USA
   W. Todd Nelson, Air Force Research Laboratory, USA
   Charlene K. Stokes, Air Force Research Laboratory, USA

Chapter 2.2. Design Patterns for Facilitation in E-Collaboration .......................................................... 174
   Gwendolyn L. Kolfschoten, Delft University of Technology, The Netherlands
   Robert O. Briggs, University of Nebraska at Omaha, University of Alaska at Fairbanks, USA
   Gert-Jan de Vreede, University of Nebraska at Omaha, USA and Delft University of Technology, The Netherlands

Chapter 2.3. E-Collaboration: A Dynamic Enterprise Model ................................................................. 182
   Eric Torkia, Technology Partnerz, Ltd., Canada
   Luc Cassivi, University of Quebec – Montreal, Canada

Chapter 2.4. A Social Informatics Framework for Sustaining Virtual Communities of Practice ........ 193
   Umar Ruhi, Wilfrid Laurier University, Canada

Chapter 2.5. Customizing Multimedia and Collaborative Virtual Environments ................................. 202
   Paulo N. M. Sampaio, University of Madeira, Portugal
   Ildeberto A. Rodello, Centro Universitário Eurípedes de Marília, Brazil
   Laura M. Rodriguez Peralta, University of Madeira, Portugal
   Paulo Alexandre Bressan, Universidade Presbiteriana Mackenzie, Brazil

Chapter 2.6. Concurrency Control in Real-Time E-Collaboration Systems ........................................... 211
   Wenbing Zhao, Cleveland State University, USA

Chapter 2.7. Web-Based Collaboration and Decision Making Support: A Multi-Disciplinary Approach ................................................................. 219
   Nikos Karacapilidis, University of Patras, Greece
   Manolis Tzagarakis, University of Patras, Greece
Section III. Tools and Technologies

This section presents extensive coverage of the technology that both derives from and informs e-collaboration. These chapters provide an in-depth analysis of the use and development of innumerable devices and tools, while also providing insight into new and upcoming technologies, theories, and instruments that will soon be commonplace. Within these rigorously researched chapters, readers are presented with examples of the tools that facilitate and support e-collaboration. In addition, the successful implementation and resulting impact of these various tools and technologies are discussed within this collection of chapters.

Chapter 3.1. Collaborative Technologies, Applications, and Uses ........................................... 352
   Ewan Oiry, Université de la Méditerranée, France

Chapter 3.2. Characterization and Classification of Collaborative Tools .................................. 361
   Javier Soriano, Universidad Politécnica de Madrid (UPM), Spain
   Rafael Fernández, Universidad Politécnica de Madrid (UPM), Spain
   Miguel Jiménez, Universidad Politécnica de Madrid (UPM), Spain
Chapter 3.3. A Macro-Level Approach to Understanding Use of E-Collaboration Technologies
Sanjiv D. Vaidya, Indian Institute of Management Calcutta, India
Priya Seetharaman, Indian Institute of Management Calcutta, India

Chapter 3.4. Technological Challenges to the Research and Development of Collaborative Working Environments
Karl A. Hribernik, Bremen Institute of Industrial Technology and Applied Work Science (BIBA), Germany
Klaus-Dieter Thoben, Bremen Institute of Industrial Technology and Applied Work Science (BIBA), Germany
Michael Nilsson, Luleå University of Technology, Sweden

Chapter 3.5. Using Collaborative Technology in Group Facilitation
José-Rodrigo Córdoba, University of Hull, UK

Chapter 3.6. Emergent Networks in Computer-Supported Groups
Michael A. Stefanone, State University of New York at Buffalo, USA

Chapter 3.7. Adopting Tools for Online Synchronous Communication: Issues and Strategies
Elizabeth Murphy, Memorial University of Newfoundland, Canada
Thérèse Laferrière, Laval University, Canada

Chapter 3.8. Utilizing Web Tools for Computer-Mediated Communication to Enhance Team-Based Learning
Elizabeth Avery Gomez, New Jersey Institute of Technology, USA
Dezhi Wu, Southern Utah University, USA
Katia Passerini, New Jersey Institute of Technology, USA
Michael Bieber, New Jersey Institute of Technology, USA

Chapter 3.9. Decision Support Software
John Wang, Montclair State University, USA
Huanyu Ouyang, People's Hospital of Jangxi Province, China
Chandana Chakraborty, Montclair State University, USA

Chapter 3.10. Blogging Technology and its Support for E-Collaboration
Vanessa Paz Dennen, Florida State University, USA
Tatyana G. Pashnyak, Florida State University, USA

Chapter 3.11. Academic Weblogs as Tools for E-Collaboration Among Researchers
Maria José Luzón, University of Zaragoza, Spain

Chapter 3.12. Collaborative E-Learning Using Semantic Course Blog
Lai-Chen Lu, Tatung University, Taiwan
Ching-Long Yeh, Tatung University, Taiwan
Chapter 3.13. Blogs as a Social Networking Tool to Build Community ......................................................... 473
Lisa Kervin, University of Wollongong, Australia
Jessica Mantei, University of Wollongong, Australia
Anthony Herrington, University of Wollongong, Australia

Chapter 3.14. The Use of the CMC Tool AMANDA for the Teaching of English ........................ 489
Esrom Adriano Irala, Pontificia Universidade Catolica do Paraná (PUCPR), Brazil
Patricia Lupion Torres, Pontificia Universidade Catolica do Paraná (PUCPR), Brazil

Chapter 3.15. Using Virtual Worlds to Assist Distributed Teams ......................................................... 505
Clint Bowers, University of Central Florida, USA
Peter A. Smith, University of Central Florida, USA
Jan Cannon-Bowers, University of Central Florida, USA
Denise Nicholson, University of Central Florida, USA

Chapter 3.16. Videoconferencing as an E-Collaboration Tool ............................................................... 522
Michael Chilton, Kansas State University, USA
Roger McHaney, Kansas State University, USA

Chapter 3.17. Instant Messaging as an E-Collaboration Tool ................................................................. 530
Qinyu Liao, University of Texas at Brownsville and Texas Southmost College, USA
Xin Luo, Virginia State University, USA

Chapter 3.18. Group Support Systems as Tools for HR Decision Making ........................................... 537
James Yao, Montclair State University, USA
John Wang, Montclair State University, USA

Jacqueline A. Gilbert, Middle Tennessee State University, USA

Volume II

Chapter 3.20. Issues, Limitations, and Opportunities in Cross-Cultural Research on Collaborative Software in Information Systems ................................................................. 553
Dongsong Zhang, University of Maryland, Baltimore County, USA
Paul Benjamin Lowry, Brigham Young University, USA

Kiyoshi Kiyokawa, Osaka University, Japan
Chapter 3.22. Facilitating E-Learning with Social Software: Attitudes and Usage from the Student’s Point of View

Reinhard Bernsteiner, University for Health Sciences, Medical Informatics and Technology, Austria
Herwig Ostermann, University for Health Sciences, Medical Informatics and Technology, Austria
Roland Staudinger, University for Health Sciences, Medical Informatics and Technology, Austria

Chapter 3.23. “Neomillennial” Learning Styles Propagated by Wireless Handheld Devices

Edward Dieterle, Harvard Graduate School of Education, USA
Chris Dede, Harvard Graduate School of Education, USA
Karen Schrier, MIT Alumni, USA

Section IV. Utilization and Application

This section introduces and discusses the ways in which e-collaboration systems, tools, and technologies have been utilized and also propose new ways in which e-collaboration innovations can be implemented within organizations and in society as a whole. These particular selections highlight, among other topics, utilizing e-collaboration for knowledge management, e-collaboration for social health outcomes, and decision support for crisis management. Contributions included in this section provide excellent coverage of today’s electronic environment and insight into how e-collaboration impacts the fabric of our present-day global village.

Chapter 4.1. Levels of Adoption in Organizational Implementation of E-Collaboration Technologies

Bjorn Erik Munkvold, University of Agder, Norway

Chapter 4.2. The Role of E-Collaboration Systems in Knowledge Management

Sharon A. Cox, Birmingham City University, UK
John S. Perkins, Newman College of Higher Education, UK

Chapter 4.3. E-Collaboration-Based Knowledge Refinement as a Key Success Factor for Knowledge Repository Systems

T. Rachel Chung, University of Pittsburgh, USA
Kwangsu Cho, University of Missouri, Columbia, USA

Chapter 4.4. E-Research Collaboration, Conflict and Compromise

Frances Deepwell, Coventry University, UK
Virginia King, Coventry University, UK

Chapter 4.5. E-Collaboration as a Tool in the Investigation of Occupational Fraud

Bobby E. Waldrup, University of North Florida, USA
Chapter 4.6. The Support of E-Collaboration Technologies for a Blood Bank .............................................. 701
P. Sasi Kumar, National Institute of Technology, India
P. Senthil, National Institute of Technology, India
G. Kannan, National Institute of Technology, India
A. Noorul Haq, National Institute of Technology, India

Chapter 4.7. Electronic Collaboration Toward Social Health Outcomes ......................................................... 706
Rakesh Biswas, Manipal University, Melaka Manipal Medical College, Malaysia
Jayanthy Maniam, Sunway College, Malaysia
Edwin Wen Huo Lee, Intel Malaysia Innovation Center, Malaysia
Shashikiran Umakanth, Manipal University, Melaka Manipal Medical College, Malaysia
Premalatha Gopal Das, Manipal University, Melaka Manipal Medical College, Malaysia
Sumit Dahiya, Manipal University, Melaka Manipal Medical College, Malaysia
Sayeed Ahmed, Manipal University, Melaka Manipal Medical College, Malaysia

Chapter 4.8. Web-Based Group Decision Support for Crisis Management .................................................... 721
Simon French, Manchester Business School, UK
Clare Bayley, Manchester Business School, UK
Nan Zhang, Manchester Business School, UK

Chapter 4.9. A Reference Model for E-Collaboration within the Dispersed Sales Force Training
Process in Multinational Companies .............................................................................................................. 735
Florian Heidecke, University of St. Gallen HSG, Switzerland
Andrea Back, University of St. Gallen HSG, Switzerland

Chapter 4.10. Evolving Information Ecologies: The Appropriation of New Media in Organizations .......................................................... 751
Hanne Westh Nicolajesen, Technical University of Denmark, Denmark
Jørgen P. Bansler, Technical University of Denmark, Denmark

Chapter 4.11. E-Collaboration for Internationalizing U.S. Higher Education Institutions .................................. 770
Jaime Ortiz, Texas A&M International University, USA

Chapter 4.12. Experiences in Collaboration in Distance Education from the Caribbean:
Looking Beyond Electronic ................................................................................................................................. 778
Christine Marrett, University of the West Indies, Open Campus, Jamaica

Chapter 4.13. Computer-Supported Collaborative Learning: The Role of the Instructor .............................. 798
Kara L. Orvis, The Consortium of Universities of the D. C. Metro Area, U. S. Army Research Institute, USA
Andrea L. R. Lassiter, Minnesota State University - Mankato, USA

Chapter 4.14. Contributions of Psychopedagogy to the Inclusion of ICT in the Pedagogical Environment ........................................... 812
Maria Apparecida Mamede-Neves, Catholic University of Rio de Janeiro, Brazil
Chapter 4.15. Governing E-Collaboration in E-Lance Networks

Robert Hooker, Florida State University, USA
Carmen Lewis, Florida State University, USA
Hugh Smith, Florida State University, USA
Molly Wasko, Florida State University, USA
James Worrell, Florida State University, USA
Tom Yoon, Florida State University, USA

Chapter 4.16. Using Social Networking Analysis to Facilitate Knowledge Sharing in the British Council

Bonnie Wai-yi Cheuk, Improvement Service for the Scottish Local Government, Scotland

Chapter 4.17. A Trination Analysis of Social Exchange Relationships in E-Dating

Sudhir H. Kale, Bond University, Australia
Mark T. Spence, Bond University, Australia

Section V. Organizational and Social Implications

This section includes a wide range of research pertaining to the social and organizational impact of e-collaboration around the world. Chapters introducing this section analyze digital disempowerment, while later contributions offer an extensive analysis of the educational implications of e-collaboration implementation. The inquiries and methods presented in this section offer insight into the implications of e-collaboration at both a personal and organizational level, while also emphasizing potential areas of study within the discipline.

Chapter 5.1. Digital Disempowerment in a Network Society

Kenneth L. Hacker, New Mexico State University, USA
Shana M. Mason, New Mexico State University, USA
Eric L. Morgan, New Mexico State University, USA

Chapter 5.2. Coordination, Learning, and Innovation: The Organizational Roles of E-Collaboration and Their Impacts

Lior Fink, Ben-Gurion University of the Negev, Israel


Frédéric Adam, University College Cork, Ireland
Jean-Charles Pomerol, Université Pierre et Marie Curie, France
Patrick Brézillon, University Paris 6 & Université Pierre et Marie Curie, France

Chapter 5.4. Infrastructure Support for Smart Organizations: Integration of Web Service Partners in Heterogeneous Environments

Peter Bertok, Royal Melbourne Institute of Technology, Australia
Xinjian Xu, Royal Melbourne Institute of Technology, Australia
Chapter 5.5. Governance Mechanisms for E-Collaboration
Anupam Ghosh, ICFAI Institute for Management Teachers, India
Jane Fedorowicz, Bentley College, USA

Youngjin Kim, Fordham University, USA

Chapter 5.7. A Tool for Assisting Group Decision-Making for Consensus Outcomes in Organizations
Faezeh Afshar, University of Ballarat, Australia
John Yearwood, University of Ballarat, Australia
Andrew Stranieri, University of Ballarat, Australia

Chapter 5.8. Leadership Challenges in Communities of Practice: Supporting Facilitators via Design and Technology
Halbana Tarmizi, University of Nebraska at Omaha, USA
Gert-Jan de Vreede, University of Nebraska at Omaha, USA
Ilze Zigurs, University of Nebraska at Omaha, USA

Amit V. Deokar, Dakota State University, USA
Omar F. El-Gayar, Dakota State University, USA

Chapter 5.10. Managing E-Collaboration Risks in Business Process Outsourcing
Anne C. Rouse, Deakin University, Australia

Chapter 5.11. An Ontology Approach to Collaborative Engineering for Producibility
Fredrik Elgh, Jönköping University, Sweden
Staffan Sunnersjö, Jönköping University, Sweden

Chapter 5.12. Teaching, Learning, Negotiating: The World Wide Web as a Model for Successful Cross-Cultural Communication
Tatjana Chorney, St. Mary's University, Canada

Chapter 5.13. The Role of Culture in Knowledge Management: A Case Study of Two Global Firms
Dorothy Leidner, Baylor University, USA
Maryam Alavi, Emory University, USA
Timothy Kayworth, Baylor University, USA

Chapter 5.14. Listserv Implementation and Sense of Community: The Relationships with Increased Knowledge and Face-to-Face Interaction
Anita Blanchard, University of North Carolina, Charlotte, USA
Chapter 5.15. A Study of Friendship Networks and Blogosphere ................................. 1078
Nitin Agarwal, Arizona State University, USA
Huan Liu, Arizona State University, USA
Jiaping Zhang, MITRE Corporation, USA

Chapter 5.16. Impact of Chinese Culture Values on Knowledge Sharing through Online Community of Practice ................................................................. 1101
Wei Li, University of Illinois at Urbana-Champaign, USA
Alexandre Ardichvili, University of St. Thomas, USA
Martin Maurer, University of Illinois at Urbana-Champaign, USA
Tim Wentling, University of Illinois at Urbana-Champaign, USA
Reed Stuedemann, Caterpillar University, USA

Chapter 5.17. Using Computer Mediated Communication as a Tool to Facilitate Intercultural Collaboration of Global Virtual Teams ........................................... 1115
Norhayati Zakaria, Universiti Utara Malaysia, Malaysia

Chapter 5.18. Adaptations that Virtual Teams Make so that Complex Tasks can be Performed using Simple E-Collaboration Technologies ...................................... 1124
Dorrie DeLuca, University of Delaware, USA
Susan Gasson, Drexel University, USA
Ned Kock, Texas A&M International University, USA

Volume III

Chapter 5.19. Modelling Stages of Behaviour in Social Virtual Communities ................... 1147
Lynne D. Roberts, University of Western Australia, Australia
Leigh M. Smith, Curtin University of Technology, Australia
Clare M. Pollock, Curtin University of Technology, Australia

Chapter 5.20. Inter-Organizational E-Collaboration in Education .................................... 1157
Susanne Croasdaile, Virginia Commonwealth University, USA

Chapter 5.21. Computer-Mediated Communication that Brings Learning into the Present: Gender Differences in Status Differentials and Self-Disclosure in Online Peer Teaching .............. 1171
Linda Seward, Middle Tennessee State University, USA
Vickie Harvey, California State University, USA
Joseph Carranza, California State University, USA

Section VI. Managerial Impact

This section presents contemporary coverage of the managerial implications of e-collaboration. Particular contributions address instant messaging in the workplace, virtual teams, and intercultural communication. The managerial research provided in this section allows executives, practitioners, and researchers to gain a better sense of how e-collaboration can shape and inform their practices and behavior.
Chapter 6.9. Determinants of Manufacturing Firms' Intent to Use Web-Based Systems to Share Inventory Information with their Key Suppliers ................................................................. 1267
Pierre Hadaya, Université du Québec à Montréal, Québec
Robert Pellerin, Ecole Polytechnique de Montréal, Canada

Chapter 6.10. The Impacts of Electronic Collaboration and Information Exploitation Capability on Firm Performance: Focusing on Suppliers Using Buyer-Dominated Interorganizational Information Systems ................................................................. 1289
Ilsang Ko, Chonnam National University, Korea
Lorne Olfman, Claremont Graduate University, USA
Sujeong Choi, Chonnam National University, Korea

Chapter 6.11. Patterns for Effective Management of Virtual Projects: Theory and Evidence .......... 1307
Deepak Khazanchi, University of Nebraska at Omaha, USA
Ilze Zigurs, University of Nebraska at Omaha, USA

John McAvoy, University College Cork, Ireland
Tom Butler, University College Cork, Ireland

Chapter 6.13. Meta-Analysis Research on Virtual Team Performance ........................................ 1349
Ying-Chieh Liu, Chaoyang University of Technology, Taiwan
Janice Burn, Edith Cowan University, Australia
Susan Stoney, Edith Cowan University, Australia

Jamie S. Switzer, Colorado State University, USA

Chapter 6.15. Collaborative Writing Tools in the Virtual Workplace ......................................... 1374
Norman E. Youngblood, Texas Tech University, USA
Joel West, Texas Tech University, USA

Section VII. Critical Issues

This section addresses conceptual and theoretical issues related to the field of e-collaboration, which include issues relating to both trust and security. Within these chapters, the reader is presented with analysis of the most current and relevant conceptual inquires within this growing field of study. Particular chapters also address metacommunication in computer-mediated communication, spam, and the factors promoting collaborative learning in web-based education. Overall, contributions within this section ask unique, often theoretical questions related to the study of e-collaboration and, more often than not, conclude that solutions are both numerous and contradictory.

Chapter 7.1. Interactional Modifications in Internet Chatting .................................................. 1390
Neny Isharyanti, Satya Wacana Christian University, Indonesia
Chapter 7.2. What Factors Promote Sustained Online Discussions and Collaborative Learning in a Web-Based Course? ........................................................................................................... 1410
  Xinchun Wang, California State University, Fresno, USA

Chapter 7.3. The Functions of Negotiation of Meaning in Text-Based CMC .................................. 1431
  Sedat Akayoglu, Middle East Technical University, Turkey
  Arif Altun, Hacettepe University, Ankara, Turkey

Chapter 7.4. Form and Function of Metacommunication in CMC .................................................. 1447
  Mirjam Weder, University of Basel, Switzerland

Chapter 7.5. Spam as a Symptom of Electronic Communication Technologies that Ignore Social Requirements ........................................................................................................ 1464
  Brian Whitworth, New Jersey Institute of Technology, USA

Chapter 7.6. Media and Familiarity Effects on Assessing Trustworthiness: “What Did They Mean By That?” ........................................................................................................... 1474
  Mark A. Fuller, Washington State University, USA
  Roger C. Mayer, University of Akron, USA
  Ronald E. Pike, Washington State University, USA

Chapter 7.7. Understanding Effective e-Collaboration through Virtual Distance .............................. 1493
  Karen Sobel Lojeski, Virtual Distance International, USA
  Richard R. Reilly, Stevens Institute of Technology, USA

Chapter 7.8. Trans-Disciplinary Collaboration and Information Systems ......................................... 1501
  José-Rodrigo Córdoba, University of Hull, UK

Chapter 7.9. The Vineyard Approach: A Computational Model for Determination of Awareness Foci in Email-based Collaboration ...................................................................................... 1510
  Adriana S. Vivacqua, Federal University of Rio de Janeiro, Brazil
  Jano Moreira de Souza, Federal University of Rio de Janeiro, Brazil

Chapter 7.10. The Affective and Cognitive Impacts of Perceived Touch on Online Customers’ Intention to Return in the Web-Based eCRM Environment ................................................. 1530
  Hong-Mei Chen, University of Hawaii, USA
  Qimei Chen, University of Hawaii, USA
  Rick Kazman, University of Hawaii, USA

  Huizhang Shen, Shanghai Jiaotong University, China
  Jidi Zhao, University of New Brunswick, Canada
  Wayne W. Huang, Ohio University, USA
Section VIII. Emerging Trends

This section highlights research potential within the field of e-collaboration while exploring uncharted areas of study for the advancement of the discipline. Chapters within this section highlight evolutions in online communities, nethnography and its role in online interaction, and new models and concepts for online education. These contributions, which conclude this exhaustive, multi-volume set, provide emerging trends and suggestions for future research within this rapidly expanding discipline.

Chapter 8.1. Reconfiguration of Communities in Cyberspace .................................................. 1589
SungBok Park, Hanyang University, Korea
Ha Sung Hwang, Hanyang University, Korea

Chapter 8.2. Engineering for Interdisciplinary Collaboration .................................................. 1598
John D. Murphy, University of Nebraska at Omaha, USA
Alanah J. Davis, University of Nebraska at Omaha, USA
Justin M. Yurkovich, University of Nebraska at Omaha, USA

Chapter 8.3. Nethnography: A Naturalistic Approach Towards Online Interaction .................. 1611
Adriana Andrade Braga, Pontificia Universidade Católica do Rio de Janeiro, Brazil

Chapter 8.4. Supporting CSCW and CSCL with Intelligent Social Grouping Services ............... 1629
Jeffrey J.P. Tsai, University of Illinois-Chicago, USA
Jia Zhang, Northern Illinois University, USA
Jeff J.S. Huang, National Central University, Taiwan
Stephen J.H. Yang, National Central University, Taiwan

Chapter 8.5. A Methodology and Framework for Extending Mobile Transformations to Mobile Collaborations for SMEs ................................................................. 1642
Ioakim (Makis) Marmaridis, IMTG Pty Ltd and University of Western Sydney, Australia

Chapter 8.6. Developing Synergies between E-Collaboration and Participant Budgeting Research ................................................................. 1651
Kevin E. Dow, Kent State University, USA
Ralph H. Greenberg, Temple University, USA
Penelope Sue Greenberg, Widener University, USA

Chapter 8.7. Bridging the Gap Between Web 2.0 and Higher Education .................................. 1659
Martin Weller, The Open University, UK
James Dalziel, Macquarie University, Australia

Chapter 8.8. Destructive Creativity on the Social Web: Learning through Wikis in Higher Education ............................................................. 1672
Steve Wheeler, University of Plymouth, UK
Chapter 8.9. Collaborative Technology: Improving Team Cooperation and Awareness in Distance Learning for IT Education

Levent Yilmaz, Auburn University, USA

1686

Chapter 8.10. Student Motivation in International Collaboration: To Participate or Not to Participate?

Janice Whatley, University of Salford, UK
Elena Zaitseva, Liverpool John Moores University, UK
Danuta Zakrzewska, Technical University of Lodz, Poland

1699

Chapter 8.11. A New Model for Online Doctoral Course Development with Faculty Quality Assessment

Thomas M. Schmidt, University of Phoenix, USA
Michael Shaw, SilkWeb Consulting and Development, USA

1719