



APPENDIX
Evaluative Instruments
Bibliography

EVALUATIVE INSTRUMENTS

Although the questionnaires for this evaluation varied slightly between iterations (partly because of the different technologies involved in each iteration and partly because of feedback from each course evaluation), the following examples represent two typical questionnaires and an interview schedule.

Between the three they also represent the bulk of the questions that were asked of the students in this set of evaluations.

Code No

QUESTIONNAIRE 1

***Please complete this questionnaire.
and return as instructed.***

Thank You

1. Your reasons for coming on this course

One of the important factors we wish to discover is why people are attending the course, as this will help us to identify how well the course meets your needs and where it might require modification.

√ Please tick ANY of the following that apply to you:

- You want to gain knowledge or skills needed on your present job
- It will help you to gain promotion in your company
- It will help you safeguard your job
- It will be helpful in your career (not just in your present job)
- Your employer asked/required you to attend
- You find the course content of interest personally, not just for work
- You have always enjoyed learning new things (not just about retailing)
- You feel the need to keep up with new trends and information
- You enjoy meeting other people, especially in the same business
- You want to find out about technology
- You need something to make your work more interesting/satisfying
- You want to improve the position of your company in the industry
- You think it will help you find a new job, if it becomes necessary
- You were interested to see what a technology-based course was like
- You want to set an example to others in your company to keep up to date
- You think it will help you to find promotion in another company
- You want to see if the course is suitable for other company employees
- Other(s) (please specify)

.....

2. Your feelings about technology

We are asking you about your feelings towards technology because people have very different attitudes to technology, and the course needs to be flexible enough able to match these if it is to be effective.

√ Please tick which **ONE** of the following best applies to you:

- I don't rush out and try every new piece of technology that comes along but I am interested in seeing if technology can be useful to me at work or at home, so when someone else has worked out all the bugs I will use it
- I think technology can sometimes be more nuisance than it's worth. It can be disruptive and the gains you can make are often less than the losses you incur when you implement new technology
- I love trying out new technology. I know it doesn't always work as it should, but when it does it can help you do more or new things, or do them faster or better, so it is always worth trying it out.
- I know technology can be a help, but I am so used to doing things the way I know best and no one is complaining, and anyway I'm not good with technical things, so I think for me technology wouldn't help much
- I would love to try out new technology but I am not good at that sort of thing so I would need a lot of help. If someone was there to give me lots of help I would be willing to try it out but who has that much time?
- I wish I could try out new technology at my own pace. It's not that I'm against it but when I go on courses everyone seems to know much more than I do, and that is very discouraging because I don't like to ask questions under those circumstances
- You can't stop progress so you had better get used to technology. It only takes a bit of effort if people would only bother to read the manuals. If you don't keep up you will get left further and further behind. I'm not going to be left behind.

*If none of the above reflect your views,
please write your own feelings about technology in 50 words or less*

.....

.....

.....

3. Technology in action

The course aims to use technology to deliver its content effectively so that it can be offered across Canada. As this may involve using unfamiliar ways of learning, it would help us to understand what are your present views on new technologies.

A simple way to do this is to use what is known as a “reflective” technique, which involves you completing sentences to reflect your personal opinions.

Please complete the following sentences in your own words but do not spend too much time on this - there are no right or wrong answers!

Company X had just installed new computers and rumours were flying about another round of downsizing. One young executive said

.....

The sales manager’s assistant always avoided using the new software program that the company had supplied. Eventually

.....

An assistant manager wanted to go on a course to learn about the e-mail system her department was installing next month, but there was no money left in the budget so she

.....

The sales staff kept complaining about the new computerized inventory system but management told them that things would be OK once they got the hang of it. Instead, things kept getting worse so they

.....

Company Y involved all their employees in the decision to change their computers to laptops, and everyone was very enthusiastic, but when the new computers arrived they were desktops. The employees

.....

The department manager was due to go on a course to learn about marketing on the Internet but a new baby was seriously disturbing his sleep so.....

.....

.....

4. Your previous experience of the technology used in this course

We would like to know of your prior experience of the specific technologies used in this course....

Please tick ANY of the following that you have used before: √

	<i>Once or twice</i>	<i>Frequently</i>
world wide web	<input type="checkbox"/>	<input type="checkbox"/>
audio on web	<input type="checkbox"/>	<input type="checkbox"/>
video on web	<input type="checkbox"/>	<input type="checkbox"/>
e-mail	<input type="checkbox"/>	<input type="checkbox"/>
electronic bulletin boards	<input type="checkbox"/>	<input type="checkbox"/>
electronic chat lines	<input type="checkbox"/>	<input type="checkbox"/>

... and where you have access to them

Please tick ANY location where you have access to the technology: √

	<i>At home</i>	<i>At work</i>	<i>At Ryerson Lab</i>
world wide web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
audio on web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
video on web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
electronic bulletin boards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
electronic chat lines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Your previous use of other technologies

We would like to know of your experience of other technologies.

Please tick ANY of the following that you have used before: √

	<i>Once or twice</i>	<i>Frequently</i>
Audioconferencing	<input type="checkbox"/>	<input type="checkbox"/>
CD rom	<input type="checkbox"/>	<input type="checkbox"/>
Videoconferencing	<input type="checkbox"/>	<input type="checkbox"/>
Computer use:		
word processing	<input type="checkbox"/>	<input type="checkbox"/>
desktop publishing	<input type="checkbox"/>	<input type="checkbox"/>
database management	<input type="checkbox"/>	<input type="checkbox"/>
statistics	<input type="checkbox"/>	<input type="checkbox"/>
scheduling	<input type="checkbox"/>	<input type="checkbox"/>
inventory management	<input type="checkbox"/>	<input type="checkbox"/>
graphics	<input type="checkbox"/>	<input type="checkbox"/>
accounting	<input type="checkbox"/>	<input type="checkbox"/>
point of sale	<input type="checkbox"/>	<input type="checkbox"/>
EDI	<input type="checkbox"/>	<input type="checkbox"/>
games	<input type="checkbox"/>	<input type="checkbox"/>
other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

6. Problems using Course Technology

We would like to know if you have had problems with the course technology

a) world wide web

Please describe any problems you have had with this technology

.....
.....
.....

b) audio on web

Please describe any problems you have had with this technology

.....
.....
.....

c) video on web

Please describe any problems you have had with this technology

.....
.....
.....

d) e. mail

Please describe any problems you have had with this technology

.....
.....
.....

e) electronic bulletin boards

Please describe any problems you have had with this technology

.....
.....
.....

Code No

QUESTIONNAIRE 2

***Please complete this questionnaire.
and return as instructed.***

Thank You

1. Personal interaction on the course

We would like to know your views on personal interaction on the course.

a) *How important is it for you to meet your fellow students on the course at least once face-to-face?*

Very important

Important

Not very important

Not important at all

Comments

.....

.....

b) *How important is it for you to meet your professor at least once face-to-face?*

Very important

Important

Not very important

Not important at all

Comments

.....

.....

c) For interacting with your professor (other than in person) what is your preferred mode of communication?

Please rate the following in order of preference (1= most preferred, 9= least preferred)

	For "Lecture"	For discussion	For help
By videoconference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By audioconference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By electronic chat line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By electronic bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By fax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By print (print course materials)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

.....

Comments:

.....

.....

.....

.....

.....

.....

.....

d) *For interacting with your fellow students (other than in person) what is your preferred mode of communication?*

Please rate the following in order of preference (1= most preferred, 9= least preferred)

	<i>For classwork</i>	<i>For group work</i>
By videoconference	<input type="checkbox"/>	<input type="checkbox"/>
By audioconference	<input type="checkbox"/>	<input type="checkbox"/>
By electronic chat line	<input type="checkbox"/>	<input type="checkbox"/>
By electronic bulletin board	<input type="checkbox"/>	<input type="checkbox"/>
By telephone	<input type="checkbox"/>	<input type="checkbox"/>
By e-mail	<input type="checkbox"/>	<input type="checkbox"/>
By fax	<input type="checkbox"/>	<input type="checkbox"/>
By print (print course materials)	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

.....

Comments:

.....
.....
.....
.....
.....
.....
.....
.....

c) *For interacting with guest speakers (other than in person) what is your preferred mode of communication?*

Please rate the following in order of preference (1= most preferred, 9= least preferred)

	<i>For "Lecture"</i>	<i>For discussion</i>
By videoconference	<input type="checkbox"/>	<input type="checkbox"/>
By audioconference	<input type="checkbox"/>	<input type="checkbox"/>
By electronic chat line	<input type="checkbox"/>	<input type="checkbox"/>
By electronic bulletin board	<input type="checkbox"/>	<input type="checkbox"/>
By telephone	<input type="checkbox"/>	<input type="checkbox"/>
By e-mail	<input type="checkbox"/>	<input type="checkbox"/>
By fax	<input type="checkbox"/>	<input type="checkbox"/>
By print (print course materials)	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

.....

Are there any other comments you would like to make about methods of interacting with other people on the course?

Comments:

.....

.....

.....

.....

.....

.....

2. Learning and Technology

We would like to know your views on the most effective technologies for learning.

What are the three most important points about retail management that you have learned on this course, and through what technology did you learn them?

Learning Point

Technology(ies)

1.

.....

.....

.....

2.

.....

.....

.....

3.

.....

.....

.....

Are there any other comments you would like to make about the technology used on the course?

Comments:

.....

.....

.....

.....

.....

.....

.....

.....

INTERVIEW SCHEDULE

A. First I'd like to ask a few general questions	Responses
1. Can you tell me a little about your educational background and how you got into retailing?	
2. Can you tell me a little about the work you do for your company?	
3. Have you been involved in other training courses recently?	
4. What attracted you to this particular course?	

	Responses
<p>B Now I'd like to ask about the course and the technologies</p>	
<p><u>1. How easy did you find the technologies used on this course?</u></p>	
<p>Could you put them in one of three categories:</p>	
<p>"Easy/OK/ Difficult"</p>	<p><i>Circle:</i></p>
<p>Using Computers</p>	<p>Easy/OK/ Difficult</p>
<p>Using the Web</p>	<p>Easy/OK/ Difficult</p>
<p>Using the ListServ</p>	<p>Easy/OK/ Difficult</p>
<p>e-mail</p>	<p>Easy/OK/ Difficult</p>
<p>bulletin board</p>	<p>Easy/OK/ Difficult</p>
<p><u>2. Now I'd like to ask HOW you studied?</u></p>	
<p>· At Work/At home - %?</p>	<p><i>Circle:</i> work/home</p>
<p>· Time of day - morning/afternoon/evening</p>	<p>morning/afternoon/evening</p>
<p>· Weekdays/weekends- %?</p>	<p>Weekdays/weekends</p>
<p>· How long were your study sessions?</p> <p style="padding-left: 40px;">Average / shortest / longest</p>	<p>Average</p> <p>shortest</p> <p>longest</p>
<p>· Were you often interrupted?</p>	
<p>· Any other constraints?</p>	

	Responses
<p>3. <u>How did you fit study in with your other Responsibilities</u></p> <p>How much, if at all, did the course affect your:</p> <p style="padding-left: 40px;">work responsibilities</p> <p style="padding-left: 40px;">family responsibilities</p>	
<p>4. <u>How much did being able to study at a distance help?</u></p>	
<p>5. <u>Now a few questions on the teamwork</u></p> <ul style="list-style-type: none"> · Did your group meet face to face/ not meet · How did you find the mix of people in your group? · What technology did you use most for teamwork? <ul style="list-style-type: none"> list serv bulletin board e-mail phone other · Did you feel people in the group made equal contributions? <p style="padding-left: 40px;">Equal/unbalanced</p> · Did you feel the quality of output from the group was: <ul style="list-style-type: none"> better/same/worse than working individually better/same /worse working at a distance than face-to-face 	<p><i>Circle:</i> meet/ not meet</p> <p><i>Circle:</i> list serv bulletin board e-mail phone other</p> <p><i>Circle:</i> Equal/ unbalanced</p> <p>better/same/worse</p> <p>better/same /worse</p>

C Now some questions about the outcomes of the course	Responses
<p>1. What did you particularly enjoy about the course?</p> <p>2. Were there any problems not mentioned so far that you experienced on the course?</p> <p>3. Can you name the most important thing(s) you learnt on this course?</p> <p>4. Through what technology did you learn it (them)?</p> <p>5. What advice would you give anyone about to take this course?</p> <p>6. Finally, if <u>you</u> were redesigning this course, would you make any changes and, if so, what?</p>	

BIBLIOGRAPHY

Aikat, D., Stepno, B., Hughes, T., Manning, M., Chernoff, E., & Aikat, J.

(1996) "An Internet Glossary"

On The Horizon

http://sunsite.unc.edu/horizon/mono/CD/Internet_Glossaries/glossary.html

Akers, R. (n.d.) "Web Discussion Forums in Teaching and Learning"

On The Horizon

<http://sunsite.unc.edu/horizon/>

Algonquin College of Applied Arts & Technology (1996) "Learning Styles"

Learning on the Internet

<http://algonquinc.on.ca/edtech/gened/styles.html>

American Education Network Corporation (n.d.) "Learning Styles"

Knowledge Enrichment

<http://www.aenc.org/KE-LearningStyles.html>

Awalt, M. (n.d.) "The Internet Classroom"

On The Horizon

www.berhel.edu/Ideas/Microsoft/docs/00006/00613.htm

Basiel, Anthony (1997) "Applied Formative Evaluation in the Web-based Environment"

On-line publication

<http://skip.mdx.ac.uk/TR4.htm>

Basiel, Anthony (1997) "Developing in the Design Cycle for Web-based Distance Learning"

On-line publication

<http://skip.mdx.ac.uk/LITreview.htm>

Benyon, D., Stone, D., & Woodroffe, M. (1997) "Experience With Developing Multimedia Courseware for the World Wide Web"

International Journal for Human-Computer Studies

<http://ijhcs.open.ac.uk/benyon/benyon-nf.html>

Berge, Z. L. (1995) "On-Line Classroom in Distance Education: From Marks in the Sand to Computer Conferencing Via Fiber Optics"

On The Horizon

<http://sunsite.unc.edu/horizon/>

Michael Bieber & Fabio Vitali (1997) "Fourth generation hypermedia: some missing links for the World Wide Web."

<http://ijhcs.open.ac.uk/bieber/bieber.html>

Bilan, Bohdan, & Rankin, Jim (1998) "Broadening the Landscape of Learning A Model for Creating Web Courses

New Currents in Teaching & Technology vol5.2 March

<http://www.ucalgary.ca/pubs/Newsletters/Currents/Vol5.2/modelweb.htm>

Biner, P., & Dean, R. (1997) "Re-Assessing the Role of Student Attitudes in the Evaluation of Distance Education Effectiveness"

www.distance-educator.com/Biner.html

Blackmore, Jesica & (1996) "Pedagogy: Learning Styles"

Telecommunications for Remote Work & Learning Web Site

<http://granite.cyg.net/~jblackmo/diglib/style-a.html>

Blauch, Jim., Rahn, Ann & Rine, Marty (1995) "NeuroLinguistic Programming Learning Styles"

Cannan Valley Ski Patrol

<http://www.patrol.org/resource/plil-2-7/tsld021.htm>

Brent G. Wilson (1997) "Understanding The Design And Use Of Learning Technologies"

Association for Educational Communication and Technology - February

<http://www.cudenver.edu/~bwilson/designuse.html>

Brodsky, Neal Howard (1998) "Learning from Learners, Internet Style"

Educom Review. Vol. 33, No. 2. (March/April)

<http://www.educom.edu/web/pubs/review/reviewArticles/33214.html>

Browder, Leon (1998) "Growth, Development and Metamorphosis of The Virtual Embryo"

New Currents in Teaching & Technology vol5.2 March

<http://www.ucalgary.ca/pubs/Newsletters/Currents/Vol5.2/virtemb.htm>

Bruce, C. B. (1995) "Educational Researcher"

Educational Researcher

<http://www.ed.uiuc.edu/coe/eps/papers/paper.1.html>

Centre for Development of Teaching & Learning (1997) "Effective Learning" Learning Approaches - Learning Styles"

http://137.132.225.6/UFM/Effect/Es4_2_2.html

CNED

“Centre National d’enseignement a distance”

Online publication

<http://www.cned.fr/>

Coulson, R. (1997) “A Global Educator’s Guide to the Internet”

M Ed. Thesis.

<http://www.educ.uvic.ca/faculty/triecken/about.html>

Coulson, R. (1997) “Global Education Resources: Newsgroups”

A Global Educator’s Guide to the Internet

<http://www.educ.uvic.ca/faculty/triecken/global3.html>

Creed, T (1997) “Assessment of Distance Education Pedagogy and Technology”

(Assessment of Distance Education Pedagogy and Technology).

<http://www.users.csbsju.edu/~tcreed/adept/>

Creed, T. (1996) “Extending the Classroom Walls Electronically”

Extending the Classroom Walls Electronically.

<http://www.users.csbsju.edu/~tcreed/techno3.html>

Cuneo, C. (1996) *EvNet - Network for the Evaluation & Training Technology*

McMaster University.

Daigle, Stephen L. and Carolyn G. Jarmon (1997) “Building the Campus Infrastructure That Really Counts”

Educom Review. Vol. 32, No. 4. (July/August)

<http://www.educom.edu/web/pubs/review/reviewArticles/32435.html>

Daniel, John, S (1996) *Mega-Universities and Knowledge Media, Technology Strategies for Higher Education*

Kogan Page

Danielson, Ronald (1997) “Work in Progress: Learning Styles, Media preferences, and Adaptive Education”

Sixth Annual Conference on User Modeling

<http://www.cse.scu.edu/rdaniles/html/research/usermdl.html>

Davis, Stan / Educom Staff (1996) “Slicing the Learning Pie.”

Educom Review. Vol. 31. No. 5. (September/October)

<http://www.educom.edu/web/pubs/review/reviewArticles/31532.html>

December, J. (1994) “Explore the Online World”

<http://www.december.com>

Denning, Peter J. (1996) "Business Designs for The New University"
Educom Review. Vol. 31, No. 6. (November/December)
<http://www.educom.edu/web/pubs/review/reviewArticles/31620.html>

Dennison , R. (n.d.) "Course on a Diskette: Using HTML for Course Materials"
On The Horizon.
http://horizon.unc.edu/projects/monograph/cd/professional_schools/dennison.asp

Desieno, Robert (1995) "Netlaw: The Faculty and Digital Technology"
Educom Review. Vol. 30, No. 4. (July/August)
<http://www.educom.edu/web/pubs/review/reviewArticles/30446.html>

Downes, Stephen (1996) "The Mud Resource Guide"
On-line Teaching and Learning. (Jan 29)
<http://www.assiniboinec.mb.ca/www/isit/cade5.htm>

Dwyer, John (1996) "Learning Differences and Teaching Styles"
York University Gazette, January 24
<http://www.yorku.ca/admin/cst/learndif.html>

Educom Staff (1996) "Why Technology?"
Educom Review. Vol. 31. No. 3. (May/June)
<http://www.educom.edu/web/pubs/review/reviewArticles/31324.html>

Ely, Donald (1997) "Book Review"
The Distance Educator
<http://www.distance-educator.com/BREly.html>

Fanderclai , T. L. (1995) "MUDs in Education: New Environments, New Pedagogies"
Computer-Mediated Communication Magazine Vol. 2 No. 1 January
<http://sunsite.unc.edu/cmcmag/1995/jan/fanderclai.html>

Farman, G. (1996) "Changing the Education and Training Paradigm"
Educom Review. Vol. 30, No. 4.
www.educom.edu/web/pubs/review/reviewArticles/30416.html

Feaster, Sharon (1995) "Learning Styles"
The Texas Educator Preparation Improvement Initiative
<http://www.esc13.tenet.edu/depts/state/epii/styles.html>

Fetterman , D. M. (1995) "Videoconferencing On-line:Enhancing Communication over the Internet"
<http://cu-seeme.cornell.edu/Fetterman.html>

- Flake, Janice** (1996) "Using the World Wide Web as an Instructional Tool"
T.I.E. Telecommunications in Education News 8 (1)
<http://mailer.fsu.edu/~jflake/WWWInst.html>
- Fraser, A. B.** (1997) "The Web: A Classroom Sans Walls"
On The Horizon. (November)
http://horizon.unc.edu/projects/monograph/cd/science_mathematics/fraser.asp
- Fulton, Joan R.** (1992) "Microcomputers in Distance Education Applications for Extension."
Applications for Extension. Vol 30 No. 2
gopher://wissago.uwex.edu:70/00/joe/1992summer/a6
- Gay, Greg** (1997) "Adaptive Instruction and Learning Styles"
Learning to Learn
<http://www.oise.utoronto.ca/~ggay/present2.htm>
- Gehl, John** (1997) "Learning, Technology and the Atomic Hypothesis"
Educom Review. Vol. 32, No. 5 (September/October)
<http://www.educom.edu/web/pubs/review/reviewArticles/32504.html>
- Gillis, L. (with Pike, R.).** (1996) "Innovation in Course Delivery for a Distributed University Space Network Pilot Project"
Knowledge Connection Corporation. May publication.
- Gold, Larry & Mingle, James R.** (1996) "Should Distance Learning be Rationed"
Educom Review. Vol. 31, No. 4 (July/August)
<http://www.educom.edu/web/pubs/review/reviewArticles/31448.html>
- Goodfellow, R., & Kukulska-Hulme, A.** (1996) "Evaluating New Technology in Learning and Teaching"
Open University, Institute of Technology, CITE Report 225. (June)
<http://www-iet.open.ac.uk/iet/CITE/reports/cite225.html>
- Gorski, S.** (1995) "Credits on Cable: The Mind Extension University"
Educom Review. Vol 29, No. 6.
<http://www.educom.edu/web/pubs/review/reviewArticles/29626.html>
- Graff, Lois** (n.d) "The Monster Under the Bed: A review"
<http://horizon.unc.edu/oldhorizon/pastissues/vol3no1/social.html>
- Graves, W. H.** (1996) "Adapting to the Emergence of Educational Micro Markets"
Educom Review, Vol. 32, No. 5. (September/October)
<http://www.educom.edu/web/pubs/review/reviewArticles/32526.html>

- Graves, W. H.** (1996) "Why We Need Internet II."
Educom Review, Vol. 31, No. 5.
<http://www.educom.edu/web/pubs/review/reviewArticles/31528.html>
- Graves, W. H.** (1994) "Toward a National Learning Infrastructure"
Educom Review, Vol. 29, No. 2. (March/April)
<http://www.educom.edu/web/pubs/review/reviewArticles/29232.html>
- Graves, W. H.** (1994) "The Learning Society"
Educom Review, Vol. 29, No. 1. (January/February)
<http://www.educom.edu/web/pubs/review/reviewArticles/29108.html>
- Graziadei, W. D., Gallagher, S., Brown, R. N., & Sasiadek, J.** (1997)
"Building Asynchronous and Synchronous Teaching-Learning Environments:
Exploring a Course/Classroom Management System Solution"
On the horizon.
<http://www.berhel.edu/Ideas/Microsoft/docs/00005/00598.htm>
- Gutliph, J.** (1998) "A Learning Styles Survey"
Georgia Perimeter College
http://www.dc.peachnet.edu/~jgutliph/Books/learning_styles/the_form.html
- Hall, J. W.** (1995) "The Revolution in Electronic Technology and The Modern
University: The Convergence of Means."
Educom Review, Vol. 30, No. 4.
<http://www.educom.edu/web/pubs/review/reviewArticles/30442.html>
- Harasim Linda,** (1989) "On-Line Education: A New Domain" in Mason, R. & Kaye, A.
Mindweave: Communication, Computers and Distance Education.
Pergamon Press, Oxford.
- Harris, L. D.** (n.d.) "MUDs and MOOs: An Overview"
http://www.susqu.edu/ac_depts/arts_sci/english/lharris/mudsmoos.htm
- Hart, Graeme** (1995) "Learning Styles and Hypertext: Exploring User Attitudes"
University of Melbourne
<http://ascilite95.unimelb.edu.au/SMTU/ASCILITE95/abstracts/Hart.html>
- Hecker, Bernard** (1997) "Internet Resources in Learning Technologies"
The Learning Technology Project
<http://www.trincoll.edu/~acad/ltp/links1.html>
- Hendricks, C. H., & Steer, J. P.** (1996) "Videoconferencing FAQ"
<http://www.bitscout.com/FAQTOC.HTM>

- Heterick, Robert C. , Jr.** (1995) "The Dreaded "P" Word"
Educom Review. Vol. 30, No. 1 (January/February)
<http://www.educom.edu/web/pubs/reviewArticles/30168.html>
- Heterick, Robert C. , Jr.** (1998) "Inadequate Dogmas"
Educom Review. Vol. 33, No. 2. (March/April)
<http://www.educom.edu/web/pubs/review/reviewArticles/33260.html>
- Heterick, Robert C. , Jr. & Carol A. Twigg** (1997)
 "Interpolating the Future"
Educom Review. Vol. 32, No. 1. (January/February)
<http://www.educom.edu/web/pubs/review/reviewArticles/32160.html>
- Heterick, Robert C., Jr.** (1996) "A Platonic Paradox"
Educom Review. Vol. 31, No. 3. (May/June)
<http://www.educom.edu/web/pubs/review/reviewArticles/31360.html>
- Hopkins, John** (1996) "Information Technology & the Information Society in Europe: Expectations & Barriers to the Implementation of New Media In the Higher Education and Research Sector
The Confederation of European Union Rectors' Conferences
<http://www.eaie.nl/ITHE/iteurope.html>
- Hughes, K.** (1994) "Entering the World-Wide Web: A Guide to Cyberspace."
Entering the World-Wide Web: A Guide to Cyberspace.
<http://www.eit.com/web/www/guide/guide.toc.html>
- Humanities Computing Unit, University of Oxford** (1996)
 "Beyond the Classroom, A One-Day Colloquium"
On-line publicaiton
<http://info.ox.ac.uk/oucs/humanities/events/beyond/>
- Hutchison, Chris** (1996) "Learning in the New Millennium: Towards the 'Virtual University'"
Times Higher Education Supplement. March
<http://infosys.kingston.ac.uk/circle/Papers/THES/THES.html>
- Ibrahim, Bertrand,** (1994) "Pedagogical Value of the World-Wide Web"
University of Qeuera, Visual Programming and Software Engineering Group.
<http://cuiwww.unige.ch/eao/www/Delta94/paper.html>

Industry Canada (1996) "Market Assessment Study of New Media Learning Materials"
Vol 1 - Summary

Institute of Educational Technology (PLUM) & University of Hull (TELL). (1996) "Evaluation Methods & Procedures for studying learners' use of media"
Open University
<http://www-iet.open.ac.uk/iet/PLUM/plum.html>

Jacobsen, Michele (1998) "Teaching & Learning with Technology in Higher Education"
New Currents in Teaching & Technology vol5.2 March
<http://www.ucalgary.ca/pubs/Newsletters/Currents/Vol5.2/usingtech.htm>

Jain, R. (1997) "Telepresence in Education: Building the Universal University."
Educom Review Volume 32, No.3
<http://educom.edu/web/pubs/review/reviewArticles/32349.html>

Jones, D. (1996) "Solving Some Problems of University Education: A Case Study"
On the Horizon
http://sunsite.unc.edu/horizon/mono/CD/Science_Mathematics/Jones.html

Kahle David (n.d.) "Computer Mediated Communication in Distance Education"
An Annotated Bibliography.
<http://www.mit.edu:8001/afs/athena.mit.edu/user/d/j/djkahle/www/hgse/cmcbiblio.html>

Kaplan, H. (1997) "Interactive Multimedia & the World Wide Web - A New Paradigm for University Teaching & Learning."
Educom Review Vol. 32, No. 1.
<http://www.educom.edu/web/pubs/review/reviewArticles/32148.html>

Krol E. (1993) "What is the Internet."
<ftp://ftp.internic.net/rfc/rfc1462.txt>

Lancaster, Susan (1997) "The STILE Project: Reports & Evaluations."
On-line publication
<http://indigo.stile.le.ac.uk/>

LanFranco, S. (1997) "A Metal-Level Conceptual Framework for Evaluating Projects Involving Information and communication Technology.:

ICT Draft Paper - Version 3.0 January 2.

<http://www.yorku.ca/research/dkproj/dkp.htm>

Lasarenko, J. (1997) "The Buffaloes Conquer the World Wide Web"

On the Horizon

http://horizon.unc.edu/projects/monograph/cd/language_music/lasarenko.asp

Lee, S. (1994) "A Case Study: Teaching on the WWW - Isaac Rosenberg's 'Break of Day in the Trenches'"

<http://www.man.ac.uk/MVC/SIMA/rosenberg/toc.html>

Lee, S., Groves, P., & Stephens C. (1997) "Existing Tools & Projects for On-line Teaching"

Internet Teaching.

<http://info.ox.ac.uk/jtap/reports/teaching/web.html>

Leslie, J. (1993) "Mail Bonding"

Wired. Vol. 2, No. 3

<http://www.wired.com/wired/2.03/departments/electrosphere/e-mail.html>

Lewis E. Erskine, David R. N. Carter-Tod, & John K. Burton (1997) "Dialogical techniques for the design of web sites"

<http://ijhcs.open.ac.uk/erskine/erskine.html>

Li, M. (n.d.) "The Internet from Basic to Educational Use"

On The Horizon.

http://horizon.unc.edu/projects/monograph/cd/internet_glossaries/li.asp

Los Angeles County Office of Education (LACOE) (1994)

"Teams (Apollo 2000) Conclusions and Recommendations Evaluation"

Far West Laboratory

<http://www.fwl.org/edtech/evalsumm.html>

Lynch P. J., & Horton, S. (1997) "Yale C/AIM Web Style Guide"

Center for Advanced Instructional Media

<http://info.med.yale.edu/caim/manual/contents.html>

Mason, R. D. (1996) "Evaluating Technology-Based Learning." in Collis B & Dennies (Eds) *Innovative Adult Learning With Innovation Technologies*

The Open University, Institute of Educational Technology

Mason, Robin and Kaye, Anthony (1989) *Mindweave: Communication, Computers and Distance Education*
Pergamon Press, Oxford, 1989.

<http://www-icdl.open.ac.uk/mindweave/mindweave.html>

Mathis, G. C. (1993) "International Cooperation Among Institutions of Higher Learning"

On-line publication

<http://www.bethel.edu/Ideas/Microsoft/docs/00005/00588.htm>

McBride, K. B., & Dickstein, R. (1996) "Making Connections with a Listserv"

Computers & Texts. No. 12

<http://info.ox.ac.uk/ctitext/publish/comtxt/ct12/mcbride.html>

McGillivray, Murray (1998) "Manuscripts Meet Megabytes: Old English on the Web"

New Currents in Teaching & Technology vol5.2 March

<http://www.ucalgary.ca/pubs/Newsletters/Currents/Vol4.6/oldeng.htm>

McLaughlin, J. (1997) "How to MUD"

On-line Teaching and Learning How to MUD.

<http://www.assiniboinec.mb.ca/www/isiit/mudhow.htm>

McManus, T. S (1996) "Delivering Instruction on the World Wide Web"

Delivering Instruction on the World Wide Web

<http://ccwf.cc.utexas.edu/~mcmanus/wbi.html>

Mercer, D. (n.d.) "Large Scale Conferencing for Inexpert Users"

On the horizon

<http://www.bethel.edu/Ideas/Microsoft/docs/00005/005b1.htm>

Merola, J. (1997) "Using the Network as an Intergral Part of the Curriculum: You Can Walk Before You Run"

Microsoft in Higher Education.

<http://www.microsoft.com/Education/hed/news/June/network.htm>

Montgomery, Susan (n.d.) "Addressing Diverse Learning Styles Through the Use of Multimedia"

University of Michigan

<http://www.trican.com/3a22.htm>

Moursand, David (1997)

The Future of Information Technology in Education

ISTE (International society for Technology in Education)

Naughton, J. Forest, S. Winch, D. & Quick, K. (n.d.) "Teaching Restructured for Inter Active Learning"

<http://sunflower.open.ac.uk/systems/st.html>

Nayman, I. (1997) "Getting Connected with Connect Ed "

Educom Review. Vol. 32. No. 3

<http://www.educom.edu/web/pubs/review/reviewArticles/32344.html>

Nichols, Greg, (1995) "Formative Evaluation Of Web Based Training"

On the horizon (Dec. 14)

<http://www.ucalgary.ca/~gwnichol/formeval/formeval.html>

Nimijean, Richard (1997) "And What About Students? The Forgotten Role of Students in the Scholarly Communication Debate"

Conference: Scholarly Communication in the Next Millennium

March 5 - 8

<http://www.sfu.ca/scom/nimijean-paper.html>

Novitski, B.J. (1995) "Mosaic Makes the Internet Accessible"

Electronic School (February)

<http://electronic-school.com/novitski.html>

Oakes, P. B. (1996)

"Incorporating Electronic Technology into a Distance Learning Course"

On the horizon.

http://sunsite.unc.edu/horizon/mono/CD/Professional_Schools/Oakes.html

O'Connor, Terry (n.d.) "Using Learning Styles to Adapt Technology for Higher Education"

Learning Styles Site, Indiana State University

<http://web.indstate.edu/ctl/styles/learning.html>

Peraya, D. (1994) "Distance Education and the WWW"
<http://tecfa.unige.ch/edu-ws94/contrib/peraya.fm.html>

Perron D. (1994) "Learning on the WWW: A Case Study
(Preliminary Version)"
<http://www.ncsa.uiuc.edu/SDG/IT94/Proceedings/Educ/perron/perron.html>

Potter, Judith (1998) "Beyond Access: Student Perspectives on
Support Service Needs in Distance Learning"
Canadian Journal of University Continuing Education Vol .24, No. 1

Powers, S. M., & Dutt, K. M. (n.d.) "Expanding Class Discussion
Beyond Classroom Walls"
On the horizon
<http://www.bethel.edu/Ideas/Microsoft/docs/00005/005ce.htm>

Ptaszynski, J.G. (1997) "Hands-on Training: No Substitute"
Microsoft in Higher Education. (May)
http://www.microsoft.com/education/hed/news/may/hands_on.htm

Rettinger, L. A (1995) "Desktop Videoconferencing: Technology
and Use for Remote Seminal Delivery"
MSc Theses
http://www2.ncsu.edu/eos/service/ece/project/succeed_info/larettin/thesis/toc.html

Riegle, R. P. (n.d.) "Lessons From Cyberguide"
On the Horizon.
<http://www.bethel.edu/Ideas/Microsoft/docs/00005/005e8.htm>

Roberts, M. M. (1996) "Internet II: The Next generation University
Network"
Educom Review, Vol. 31, No. 6. (November/December)
<http://educom.edu/web/pubs/review/reviewArticles/31660.html>

Rogers, A., Andres, Y., Jacks, M., & Clauset, T. (1990)
"Telecommunications in the Classroom: Keys to Successful
Telecomputing"
The Computing Teacher
<http://www.ed.uiuc.edu/Guidelines/RAJC.html>

- Rosen, L.** (1998) "The World Wide Web: Taking on the Pedagogical Challenge"
 February
<http://www.bethel.edu/Ideas/Microsoft/docs/00005/005f6.htm>
- Rumble, Greville** (1997) *The Costs and Economics of open and Distance Education*
 Kogan Page
- Rumble, Greville** (1992)
The Management of Distance Learning Systems
 UNESCO: International Institute for Educational Planning
- Ryder, M.** (n.d.) "Usenet: A Constructivist Learning Environment"
Usenet: A Constructivist Learning Environment
http://www.cudenver.edu/~mryder/aect_95.html
- Ryder, M.** (1994) "Augmentation of the Intellect: Network Instruments, Environments and Strategies for Learning"
OASIS (May)
<gopher://oasis.cudenver.edu/h0/UCD/dept/edu/IT/ryder/augment>
- Ryder, M., & Wilson, B.** (1995) "From Local to Virtual Learning Environments: Making the Connection"
American Educational Research Association
<http://carbon.cudenver.edu/~mryder/aera95.html>
- Ryder, M., & Wilson, B.** (1997) "From Center to Periphery: Shifting Agency in Complex Technical Learning Environments"
American Educational Research Association
<http://www.cudenver.edu/~mryder/coss.html>
- Ryder, M., & Wilson, B.** (1996) "Affordances and Constraints of the Internet for Learning and Instruction"
Association for Educational Communications Technology, Feb 14 - 18, Indianapolis.
http://www.cudenver.edu/~mryder/aect_96.html
- Ryder, M.** (1995) "Production and Consumption of Meaning."
semiotics as a Bridge between the Humanities and the Sciences. (Nov. 2 - 5)
http://www.cudenver.edu/~mryder/semiotics_95.html

Saba F. (1996) "Introduction to Distance Education"
Distance Education Report.
<http://www.distance-educator.com/intro.htm>

Salmon, G., & Giles, K. (1997) "Training Virtual Management Teachers"
Open University, School of Management.

Scarce, R. (1997) "Using Electronic Mail Discussion Groups to Enhance Students' Critical Thinking Skills"
Microsoft in Higher Education.
<http://www.microsoft.com/education/hed/news/July/email.htm>

Sherry L., & Hoffmant, D. (1997) "Issues and Barriers in Web Based Instruction"
The STAR Center.
<http://www.cudenver.edu/~lsherry/barriers.html>

Sherry, L. (1996) "Issues in Distance Education"
International Journal of Distance Education
<http://www.cudenver.edu/public/education/edschool/issues.html>

Shneiderman, B. (1997) "Designing Information-Abundant Web Sites: Issues and Recommendations"
International Journal of Human-Computer Studies
<http://ijhcs.open.ac.uk/shneiderman/shneiderman-nf.html>

Schulz, Bob & Day, Bob (n.d.) "Results of Learning Innovations for First-Year Engineering Students"
Paper presented at 12th Annual Conference on Teaching & Learning in Higher Education

Schroeder, Charles (1993) "New Students - New Learning Styles"
Change September/October
<http://www.educom.edu/program/nlii/articles/schroeder.html>

Spodick, E. (1995)
"The Evolution of Distance Learning" Updated January 31, 1996.
Hong Kong University of Science and Technology.

Steiner, V. (1991) "What is Distance Education?"
<http://www.fwl.org/edtech/distance.html>

Thimbleby, Harold (1997) "Gentler: a tool for systematic web authoring"

<http://ijhcs.open.ac.uk/thimbleby/thimbleby-nf.html>

Treloar Andrew (1996) "New Wine into Old Wineskins: Accessing the Internet and Lessons from the Past"

Using the Internet for Classroom Instruction. June 5,
University of Virginia Library

<http://www.deakin.edu.au/~aet/>

Treloar Andrew (1996) "The Internet as an Information Management Technology: New Tools, New Paradigms and New Problems"

Report: Beyond the Classroom, A One-Day Colloquium. June 5,
Habbakuk Room, Jesus College, Oxford.

<http://www.deakin.edu.au/~aet/>

Treloar Andrew (1994) "Information Spaces and Affordances on the Internet"

Information Spaces and Affordances on the internet.

www.deakin.edu.au/~aet/cause94/cause94.html

Treloar Andrew (1994) "Working in a Worldwide Invisible College: the Internet and the Global Scholar"

<http://www.deakin.edu.au/~aet/cause94/cause94.html>

Treloar Andrew (1993)

"Towards a user-centred categorisation of Internet access tools"

Deakin University, Rusden Campus.

UNESCO (1997) *Open and Distance Learning: Prospects and Policy Considerations*

UNESCO

Vogeler, I. (n.d.) "Developing a World Wide Web Course: An Overview"

Developing a World Wide Web Course: An Overview

<http://sunsite.unc.edu/horizon/>

Ward, A. (1997) "Are You Being Serv'd? A Primer on Listserv for School Leaders"

Electronic School

<http://electronic-school.com/0397f5.html>

Willis, B. (1996) *"Distance Education at a Glance: A Series of Guide"*

University of Idaho, Engineering Outreach.

Wilson, J. M. (1997) "Distance Learning for Continuous Education"

Educom Review

Wisconsin Education Association (1996) "A symphony of Learning Styles"

<http://www.weac.org/kids/june96/styles.htm>

Wisner, Jerry (n.d.) "Learning Styles"

Florida Community College at Jacksonville

<http://fccj.cc.fl.us/~jwisner/1s.html>

Yeh, P. J., Chen, B. H., Lai, M. C., & Yuan, S. M. (1996)
"Synchronous Navigation Control for Distance Learning on the Web"

Paper presented at the Fifth International World Wide Web Conference

May 6-10, 1996, Paris, France.

http://www5conf.inria.fr/fich_html/papers/P28/Overview.html

