



TABLE OF CONTENTS

FOREWORD TO THE SECOND EDITION	xi
INTRODUCTION	
<i>Terry Anderson</i>	1
PART I: Role and Function of Theory in Online Education	
Development and Delivery	
1. Foundations of Educational Theory for Online Learning	
<i>Mohamed Ally</i>	15
2. Towards a Theory of Online Learning	
<i>Terry Anderson</i>	45

3. Situating Prior Learning Assessment and Recognition (PLAR) in an Online Learning Environment <i>Dianne Conrad</i>	75
4. Understanding e-Learning Technologies-in-Practice through Philosophies-in-Practice <i>Heather Kanuka</i>	91
PART II: Infrastructure and Support for Content Development	
5. Developing an Infrastructure for Online Learning <i>Alan Davis, Paul Little & Brian Stewart</i>	121
6. Technologies of Online Learning (E-learning) <i>Rory McGreal & Michael Elliott</i>	143
7. Characteristics of Interactive Online Learning Media <i>Patrick. J. Fahy</i>	167
8. “In-Your-Pocket” and “On-the-Fly:” Meeting the Needs of Today’s New Generation of Online Learners with Mobile Learning Technology <i>Maureen Hutchison, Tony Tin & Yang Cao</i>	201
9. Social Software to Support Distance Education Learners <i>Terry Anderson</i>	221
PART III: Design and Development of Online Courses	
10. The Development of Online Courses <i>Dean Caplan & Rodger Graham</i>	245
11. Value Added – The Editor in Design and Development of Online Courses <i>Jan Thiessen & Vincent Ambrock</i>	265
12. Making Relevant Financial Decisions about Technology in Education <i>David Annand</i>	277
13. The Quality Dilemma in Online Education Revisited <i>Nancy K. Parker</i>	305
PART IV: Delivery, Quality Control, and Student Support of Online Courses	
14. Teaching in an Online Learning Context <i>Terry Anderson</i>	343

15. Call Centres in Distance Education	
<i>Alex Z. Kondra, Colleen Huber, Kerri Michalczuk & Andrew Woudstra</i>	367
16. Library Support for e-Learners: e-Resources, e-Services, and the Human Factors	
<i>Kay Johnson, Houda Trabelsi & Elaine Fabbro</i>	397
17. Supporting the Online Learner	
<i>Susan D. Moisey & Judith A. Hughes</i>	419
18. Developing Team Skills and Accomplishing Team Projects Online	
<i>Deborah Hurst & Janice Thomas</i>	441

