

Proceedings of the 23rd Annual OSRA Conference

FOREWORD

The Organization Systems Research Association (OSRA) has established a leadership role in the field of information technology and end-user information systems. A part of this role involves an annual Research Conference where experts share research results and discuss issues related to educational and corporate activities.

This year's *Proceedings* represent contributions from experts that impact on a variety of fields including information technology, end-user information systems, business education, corporate training, and curriculum development.

Papers that are presented at this conference and then included in the *Proceedings* are selected using a blind-refereed process. Each individual submits a one page abstract for review. If selected, the option of including the abstract and/or a full manuscript is at the discretion of each person. This year 13 papers were selected to be included in the *Proceedings*.

Thank you to everyone for submitting papers and for your commitment to a research agenda promoting the field of information technology and your willingness in sharing with other professionals. Also, thank you to the dedicated group of reviewers who made their deadlines and for their professional approach in evaluating these papers.

Richard Rowell
Call for Papers Chair