

## *Reflections On The Art Of Teaching*

*"The teacher who is attempting to teach without inspiring the pupil with a desire to learn is hammering on cold iron."*

*Horace Mann, American educator*

*"The highest function of the teacher consists not so much in imparting knowledge as in stimulating the pupil in its love and pursuit."*

*Henri Frederic Amiel, Swiss philosopher*

*"The best teacher is the one who suggests rather than dogmatizes, and inspires his [her] listener with the wish to teach him[her]self."*

*Edward George Bullyer-Lytton, English novelist*

*"The true aim of everyone who aspired to be a teacher should be not to impart his [her] own opinions, but to kindle minds."*

*Frederick William Robertson, English clergyman*

All from *The Teaching Professor*





## President's Corner

I've been privileged to work with some outstanding individuals on the OSRA Executive Board over the past few years. The 2002–2003 Executive Board listed in this newsletter promises to continue the tradition of serving our membership in outstanding fashion, too! Bob Brookshire will continue as editor of the *Information Technology, Learning, and Performance Journal* and will continue working on the OSRA Web site. Kudos to Bob for recently creating a new look for the site. If you haven't visited the site recently, please take a few moments to explore it.

A couple of people from last year's Board have moved to new positions—Dawn Woodland to Executive Vice President, Zinna Bland to VP-Membership, and K. Virginia Hemby to VP-Research. Additionally, a number of people have agreed to serve again in the same positions—Catherine Chen as Treasurer, Sarah L. O'Donnell and Ray Terlaga as Business Consultants, Marilyn Chalupa as Secretary, and Fran Dexter as Newsletter Editor. I've already leaned on Jan Henry for her support and expertise as Past President. She will be a very tough act to follow! Donna Everett has done an amazing job as Executive Director and will continue to keep us on track in that capacity this year. As my mentor and past president of OSRA, Bridget O'Connor, used to say to me, "The reward for good work is more work!" Welcome, too, to our new Board members—Dennis Gehris, VP-Professional Studies, and Tena Crews, Member-at-Large, Research.

Our 2003 conference team, Marcia James and Marilyn Chalupa (as if she didn't have enough to as Secretary!), is hard at work lining up some spectacular keynote speakers, workshops, and activities, such as a book signing and a behind-the-scenes tour of the Harrah's casino, in Las Vegas (February 20-22), so please mark your calendars now. It's never too early to register! Additionally, James Bartlett, our Call-for-Papers Chair, will be accepting paper submissions electronically this year. Please check the OSRA Web site (<http://www.osra.org/>) for more details about the conference.

A major initiative for this coming year is the revision of the model curriculum last worked on in 1996. Zinna Bland, VP-Professional Studies last year, began orchestrating this important project but has passed the baton to Steve Hunt, who has already assembled a curriculum revision team representing various facets of our discipline. Steve has plans to make use of

GroupSystems technology at Morehead State sometime in the fall to expedite many of the collaborative tasks associated with this project. Expect more news about the team's progress in upcoming months.

This promises to be an exciting year for OSRA, and I hope you'll plan to become more involved in the organization's initiatives and activities. Please let us hear from you if you want to network, provide new ideas to strengthen OSRA, or if you have a burning desire to serve on a committee. I look forward to working with all of you and to seeing all of you in Las Vegas in February!

Susan R. Feather, President  
Pace University

## 2002–2003 Executive Board

Susan R. Feather President	Pace University sfeather@pace.edu
Dawn Woodland Executive Vice President	Indiana University of Pennsylvania woodland@iup.edu
Dennis O. Gehris Vice President-Professional Studies	Bloomsburg University dgehris@bloomu.edu
Zinna L. Bland Vice President-Membership	Central Missouri State University bland@cmsu1.cmsu.edu
K. Virginia Hemby Vice President-Research	Indiana University of Pennsylvania vhemby@iup.edu
Bob Brookshire Vice President-Publications	James Madison University brookserg@jmu.edu
Marilyn Chalupa Secretary	Ball State University Mchalupa@bsu.edu
Catherine Chen Treasurer	Ball State University cchen@bsu.edu
Sarah L. O'Donnell Business Consultant	Telcordia Technologies, Inc. sodonnell@telcordia.com
Ray Terlaga Business Consultant	N. Dean Meyers & Associates, Inc. ray@ndma.com
Fran Dexter Newsletter Editor	Concordia College dexter@cord.edu
Tena B. Crews Member-at-Large-Research	State University of West Georgia tenac@westga.edu
Marcia James Member-at-Large-Conference	University of Wisconsin-Whitewater jamesm@mail.uww.edu
Marilyn Chalupa Member-at-Large-Conference	Ball State University Mchalupa@bsu.edu
James Bartlett Call for Papers Coordinator	University of Illinois at Urbana-Champaign jbartii@aol.com
Janice Schoen Henry Past President	Southern Illinois University jshenry@siu.edu
Donna R. Everett Executive Director	Morehead State University d.everett@moreheadstate.edu

## WIRELESS IS THE WORD AT WHITEWATER

Wireless technology is coming to the University of Wisconsin-Whitewater labs. Wireless networks are fast becoming a popular business solution to manage inventories, maintain communication with mobile employees and overall ubiquitous computing. Many of the companies that traditionally hire Computer End User Technologies graduates are implementing this versatile technology in the workplace and are expecting our students to know how to support it. In response to this evolving demand on our future graduates, Computer End User Technologies majors will soon be able to use and experiment with wireless LAN design and Web equipment.

Two labs are currently being outfitted for wireless computing. Twenty-seven new Dell computers will be set up in one lab with both regular and wireless network Cards. This setting will allow students to practice using wireless computing in a functioning environment. The other lab will be a place where students can experience hands-on configuration of wireless machines and networks. In addition to wireless desktop units, we have wireless laptops for testing the integrity and security of wireless LAN configuration. We have also purchased personal digital assistant computers (PDA's) equipped with infrared scanners similar to what two of our internship partner companies, Harley Davidson and Kohl's Department Stores, use to manage their tremendous and rapidly changing inventory. Both labs are in the process of being updated to the new technology at this time and area expected to be online and ready for students in fall of 2002.

Submitted by *Dan Norris*  
University of Wisconsin, Whitewater

**Send YOUR NEWS to  
the Newsletter Editor:  
dexter@cord.edu**

**Next submission deadline: October 15, 2002**

## NOTES FROM THE KNOBS OF KENTUCKY

Greetings from the knobs of Kentucky and *Guten Tag!* I have just returned from Mainz, Germany, where I attended the 74th Conference of SIEC/ISBE. As I sat in meetings and met people from other countries, I kept thinking what a rich source of membership awaited us. And what a rich resource OSRA could be for our international friends.

Other OSRA members who attended the conference were **Sok-Pal Cho** (South Korea), **Dennis Gehris**, **Nancy Groneman**, and **Marcia James**.

During the five-day conference, we had the opportunity to visit several German companies and view their excellent training facilities, hear how the German dual system of training works, and observe the exceptional information systems in place for workers and for training.

I hope we can find ways to reach out to and share with the international community and invite them to join this *dynamic* association of professional information systems educators.

Elsewhere in the newsletter you will find information about the OSRA Research Conference in Las Vegas in February 2003. Register **NOW** to be included in the "behind the scenes" tour of Harrah's.

OSRA has a lot to give and share! Talk us up at your every opportunity. We have a new brochure that is available for our members to use for recruitment. Please contact me whenever you need to take publicity with you to your next professional conference.

*Donna R. Everett*, Executive Director

## SUMMER TRAVEL NEWS

**Donna Everett** and **Marcia James** enjoyed the summer ISBE meetings in Germany at the end of July.

**Fran Dexter** and other family members spent a week in Maui at the end of July.

(Editor's Note: That must have been the best week of the summer to travel!)

## **“Behind The Scenes” Tour in Las Vegas**

Register NOW to guarantee your spot for this special tour.

Registration is open for the February 2003 OSRA Conference in Las Vegas. The first 20 people to register are guaranteed to be on the tour with Security Chief Jim Cudney on Thursday, February 20. Jim and his staff will spend 30 minutes describing the technologies Harrah’s uses to ensure that their customers are ethical. Then, he will take you on a 30-minute tour so that you can witness the technology Harrah’s uses to prevent crime.

This tour kicks off a conference that is sure to be a winner!

### **BOOK WITH CONFIDENCE**

Book your Las Vegas flight with confidence. Since September 11, many Americans have understandably been afraid to fly. You may be one of those individuals. I urge you to do what is comfortable for you but to consider that flying is safer now than before September 11. Since that date, I have flown to Las Vegas twice; and I am writing this message from Mainz, Germany. All of these long flights have been very comfortable. The only difference is that security has asked me to remove my shoes and have checked out my person. I am glad that they did.

My first trip to Europe was in 1968. Even then, I can remember seeing soldiers at the European airports. We have been very lucky in the U.S. to have operated as long as we did with the level of security that we used to think was enough. September 11 just brought us closer to what the rest of the world deals with on a regular basis.

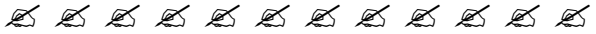
Therefore, seek out those bargain fares and send Donna Everett your registration. Let’s not let the terrorists win by keeping us from living our lives and promoting our profession.

Marcia L. James  
Las Vegas Conference Chair

## **NATIONAL CURRICULUM COMMITTEE TO CONVENE AT MOREHEAD STATE IN FALL 2002**

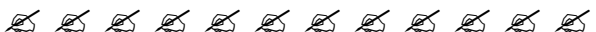
As the appointed Chair, Dr. C. Steven Hunt, Professor of Information Systems at Morehead State University, Morehead, Kentucky, is currently in the throes of assembling a National Curriculum Committee to revisit the 1996 Model Curriculum on Organizational and End-user Information Systems (OEIS). Several academicians from the OEIS and Information Systems area have been asked to participate including international faculty from Canada, Australia, and the United Kingdom. Practitioners and consultants from the information technology divisions of major corporations have also been asked to become members of this team.

The OEIS Group has made tentative plans to meet in the fall of 2002 to begin review and assessment of the current curriculum. The international team will be using the newly installed wireless GSS Center at MSU (see p. 3 of this Newsletter) as their technology enabler to assist in the reengineering process.



### **NEW OSRA BROCHURES AVAILABLE**

Please remember that the new OSRA brochure, designed by Ray Terlaga, one of the industry representatives on the Executive Board, has been printed and is available to all members for use in spreading the word about our OSRA organization. This very professional-looking brochure can be circulated when you attend meetings of your other professional organizations. Let Donna Everett, Executive Director, know how many you want to take with you during your professional travels this year.





## Application for Membership

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

School/Firm: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Business Phone: (    ) \_\_\_\_\_ Fax: (    ) \_\_\_\_\_

Home Phone: (    ) \_\_\_\_\_ Internet \_\_\_\_\_

Mailing Preference (circle one)      Work      Home

Which of the following best describes your situation? (Please check one)

- \_\_\_\_\_ **Individual Membership:** \$55.00. Individual involved in office systems as an educator, manager, consultant, practitioner or one who has an interest in the results of organizational systems research.
- \_\_\_\_\_ **Corporate Membership:** \$300.00. Corporations interested in cooperating in the application of research, sharing the results of such research or sponsoring same. Membership includes all individual membership benefits plus one paid attendance at the annual research conference.
- \_\_\_\_\_ **Student Chapter Membership:** \$55.00. An educational and research association whose mission shall be to get individuals involved in the organizational systems major.
- \_\_\_\_\_ **Student Membership:** \$25.00. Student concentrating in organizational systems or a related discipline.  
Faculty signature required: \_\_\_\_\_  

Faculty Member
Institution

Enclose a check (U.S. funds only) payable to OSRA and mail to:

Dr. Donna R. Everett, Interim Executive Director  
Organizational Systems Research Association  
Morehead State University  
UPO 2478  
Department of Information Systems  
Morehead, KY 40351-1689

Phone: (606) 783-2718  
Fax: (606) 783-5025  
Internet: d.everet@morehead-st.edu  
WWW: www.osra.org

Note type of membership:

- |       |         |                 |       |          |           |
|-------|---------|-----------------|-------|----------|-----------|
| _____ | \$55.00 | Individual      | _____ | \$300.00 | Corporate |
| _____ | \$55.00 | Student Chapter | _____ | \$25.00  | Student   |

## Organizational Systems Research Association Call for Papers Las Vegas, NV - February 20-22, 2003

The OSRA Conference Committee invites paper submissions for the 22nd Annual Research Conference.

### Suggested Topic Areas

- |                                  |                                       |   |
|----------------------------------|---------------------------------------|---|
| - End-User Computing             | - Internet and Web Based Technologies | - Management Issues   |
| - Business Process Reengineering | - Multimedia                          | - Human Factors   |
| - End-User Training              | - Distance Education                  | - E-Commerce  |
| - OEIS Technologies              | - Computer Mediated Communication     | - Emerging Technologies   |
| - End-User Collaboration         | - Instructional Applications          | - Organizational and End-User Information Systems (OEIS) Implementation |
| - Learning and Performance       | - Industry/Collegiate Partnerships    |   |

### Process for Submission

Both refereed and non-refereed presentations are sought. Submissions should address topics relating to the application of information technologies to solve organizational problems and to support end users.

### Guidelines for Manuscripts

Papers should be in Times New Roman 12 point font; papers should be singled spaced with a double space between paragraphs; and cover page should include the names, position, address, phone, fax, and email of all authors. Manuscripts should be submitted electronically via email. Your proposal must be received by the Call for Papers Coordinator on or before **October 1, 2002**.

### Refereed Track

The refereed track is limited to presentations that present **research findings**. Authors of manuscripts selected for the refereed track are expected to publish either an abstract or the complete manuscript in the *Conference Proceedings*. Manuscripts to appear in the proceedings should not have been previously published in a journal.

### Proposals for Refereed Track

You may submit either a proposal or complete manuscript. Your proposal may be for a research project in which you are currently engaged. Please include the following headings in your proposal:

- Introduction
- Purpose of Study
- Review of Literature (2-3 paragraphs)
- Research Questions or Hypotheses
- Methodology

### Call for Papers Coordinator/Proceedings Editor

James E. Bartlett, II, Ph.D.  
University of Illinois at Urbana-Champaign  
Department of Human Resource Education  
1310 South Sixth Street, 345 Education Building  
Champaign, IL 61820  
Email: jbartii@aol.com  
Phone: 217-333-0807  
FAX: 217-244-5632

### Non-Refereed Track

The non-refereed track includes **panel discussions or presentations relating to curriculum material, current issues, or other topics** of interest to practitioners and educators.

### Proposals for Non-Refereed Track

You may submit either a proposal or a complete manuscript. Proposal should include the following headings:

- Type of presentation (i.e., panel discussion or presentation)
  - Topic for discussion
  - Rationale or importance of topic
- (Non-refereed submissions are not eligible for "Best Paper" consideration.)

### If you . . .

- already have a research project in mind for next year
- are engaged in a current research study
- have made curriculum changes
- want to discuss a current issue in the field

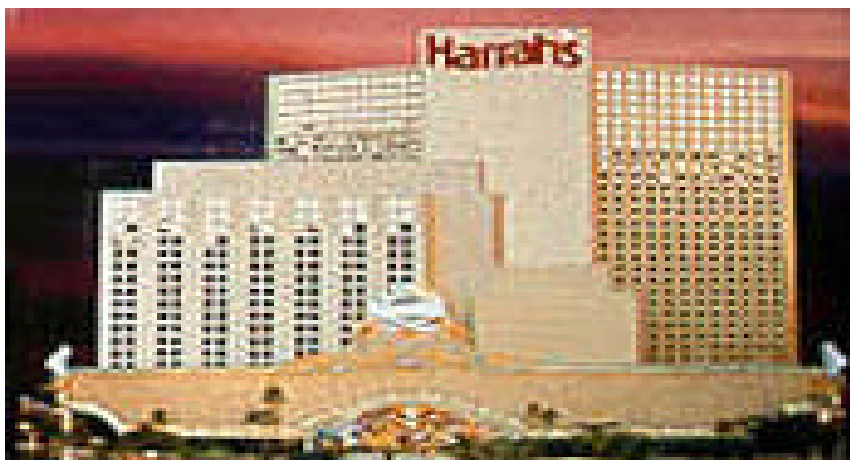
### Submit your proposal today!

Authors of accepted proposals or manuscripts will be notified in a timely fashion.

**NOTE:** Authors or panelists whose papers are accepted for presentation must register for the conference.

# OSRA 2003 Conference

## Advancing Technologies: Winning in a Wireless World



Las Vegas, Nevada  
February 20-22, 2002

To register for the OSRA 2003 Conference, please complete this registration form and mail it with your check by January 24, 2003 to:

Donna R. Everett, Executive Director  
Morehead State University  
UPO 2478  
Morehead, KY 40351-1689

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Organization \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_  
Email Address \_\_\_\_\_

	Pre-registration	On-site
OSRA Member	\$185	\$205
Member Renewal Dues	\$55/\$25 Student	
New Member + Conf	\$240	\$260
New Student Member + Conf	\$125	\$145
Non-Member	\$250	\$270
Dutch-Treat Dinner	\$35 # ___ Attending	\$ ___
Behind the Scenes Tour Thursday 1:00-2:00 p.m.		\$15
Technologies Workshop Thursday 2:30-4:00 p.m.		\$25
TOTAL (Check payable to OSRA by January 24, 2003)		\$ ___

No refunds issued for the Conference; however, substitutions can be made.

If you are interested in a Saturday afternoon tour to Hoover Dam or Red Rock State Park, please let us know so that we can check on group rates. \_\_\_\_\_ Hoover Dam  
\_\_\_\_\_ Red Rock State Park