

# References

- Adler, P. S., & Kwon, S. W. (2002). Social capital: Prospects for a new concept. *Academy of Management Review*, 27, 17–40.
- Afuah, A., & Tucci, C. L. (2012). Crowdsourcing as a solution to distant search. *Academy of Management Review*, 37(3), 355–375.
- Alexander, B. (2009). Apprehending the future: Emerging technologies, from science fiction to campus reality. *EDUCAUSE Review*, 44(3), 12–29.
- Amaghlobeli, N. (2012). Linguistic features of typographic emoticons in SMS discourse. *Theory and Practice in Language Studies*, 2(2), 348–354.
- Amin, Z. (2000). Q methodology: A journey into the subjectivity of the human mind. *Singapore Medical Journal*, 41(8), 410–414.
- Anarbaeva, S. M. (2012). Samarita Ibanez: An identity journey from first life to Second. *Journal for Virtual Worlds Research*, 5(1), 1–14.
- Anfara, V. A., & Mertz, N. T. (Eds.). (2006). *Theoretical frameworks in qualitative research*. Thousand Oaks, CA: Sage.
- Arthur, S., & Nazroo, J. (2003). Designing fieldwork strategies and materials. In J. Ritchie & J. Lewis (Eds.), *Qualitative research practice: A guide for social science students and researchers* (pp. 109–137). London: Sage.
- Atkinson, P., & Silverman, D. (1997, September). Kundera's immortality: The interview society and the invention of the self. *Qualitative Inquiry*, 3, 304–325.
- Ayling, R., & Mewse, A. J. (2009). Evaluating Internet interviews with gay men. *Qualitative Health Research*, 19(4), 566–576. doi:10.1177/1049732309332121
- Ayyagari, R., Grover, V., & Purvis, R. (2011). Technostress: Technological antecedents and implications. *MIS Quarterly*, 35(4), 831–858.
- Baggini, J., & Fosl, P. S. (2007). *The ethics toolkit: A compendium of ethical concepts and methods*. Malden, MA: Blackwell.
- Bailenson, J. N., Yee, N., Blascovich, J., Beall, A. C., Lundblad, N., & Jin, M. (2008). The use of immersive virtual reality in the learning sciences: Digital transformations of teachers, students, and social context. *Journal of the Learning Sciences*, 17, 102–141.
- Bakardjieva, M. (2005). *Internet society: The Internet in everyday life*. London: Sage.
- Bakardjieva, M., & Feenberg, A. (2001). Respecting the virtual subject, or how to navigate the private/public continuum. In C. Werry & M. Mowbray (Eds.), *Online communities: Commerce, community action, and the virtual university* (pp. 195–213). Upper Saddle River, NJ: HP Prentice Hall.

## References

---

- Bamford, A. (2003). *The visual literacy white paper*. Uxbridge, Australia: Adobe Systems.
- Bampton, R., & Cowton, C. J. (2002). The e-interview. *Forum: Qualitative Social Research*, 3(2). Retrieved from <http://www.utsc.utoronto.ca/~kmacd>IDSC10/Readings/interviews/e-interview.pdf>
- Banks, M. (2007). *Using visual data in qualitative research*. London: Sage.
- Baños, R. M., Botella, C., Rubió, I., Quero, S., García-Palacios, A., & Alcañiz, M. (2008). Presence and emotions in virtual environments: The influence of stereoscopy. *CyberPsychology & Behavior*, 11(1), 1–8.
- Baron, N. S., & Ling, R. (2011). Necessary smileys and useless periods. *Visible Language*, 45(1–2), 45–67.
- Baym, N. K. (2009). What constitutes quality in qualitative Internet research? In A. N. Markham & N. K. Baym (Eds.), *Internet inquiry: Conversations about method* (pp. 173–190). Thousand Oaks, CA: Sage.
- Bazeley, P., & Jackson, K. (2013). *Qualitative data analysis with nVivo* (2nd ed.). London: Sage.
- Bekkering, E., & Shim, J. P. (2006). Trust in videoconferencing. *Communications of the ACM*, 49(7), 103–107.
- Bell, L., & Nutt, L. (2012). Consenting to what? Issues of access, gate-keeping and ‘informed’ consent. In T. Miller, M. Birch, M. Mauthner, & J. Jessop (Eds.), *Ethics in qualitative research* (pp. 53–69). London: Sage.
- Bell, M. (2008). *Definition and taxonomy of virtual worlds*. Paper presented at New Digital Media (Audiovisual, Games and Music): Economic, Social and Political Impacts, Sao Paulo, Brazil.
- Beneito-Montagut, R. (2011). Ethnography goes online: Towards a user-centred methodology to research interpersonal communication on the internet. *Qualitative Research*, 11(6), 716–735. doi:10.1177/1468794111413368
- Bernard, H. R., & Ryan, G. (2009). *Analyzing qualitative data*. Thousand Oaks, CA: Sage.
- Berry, D. M. (2004). Internet research: Privacy, ethics and alienation: An open source approach. *Journal of Internet Research*, 14(4), 323–332.
- Bishai, S. (2012). Blog like an Egyptian. In J. Salmons (Ed.), *Cases in online interview research* (pp. 37–56). Thousand Oaks, CA: Sage.
- Bjerke, T. N. (2010). When my eyes bring pain to my soul, and vice versa: Facing preconceptions in email and face-to-face interviews. *Qualitative Health Research*, 20(12), 1717–1724. doi:10.1177/1049732310375967
- Blaikie, N. (2004). Interpretivism. In M. S. Lewis-Beck, A. Bryman, & T. F. Liao (Eds.), *The SAGE encyclopedia of social science research methods* (pp. 509–511). Thousand Oaks, CA: Sage.
- Bloomberg, L. D., & Volpe, M. (2012). *Completing your qualitative dissertation: A roadmap from beginning to end* (2nd ed.). Thousand Oaks, CA: Sage.
- Boothby, D., Dufour, A., & Tang, J. (2010). Technology adoption, training and productivity performance. *Research Policy*, 39(5), 650–661. doi:10.1016/j.respol.2010.02.011
- Borgman, C. L. (2007). *Scholarship in the digital age: Information, infrastructure, and the Internet*. Cambridge: MIT Press.
- Brewer, J., & Hunter, A. (2006). Collecting data with multiple methods. In J. Brewer & A. Hunter (Eds.), *Foundations of multimethod research* (pp. 59–78). Thousand Oaks, CA: Sage.

- British Educational Research Association. (2011). *Ethical guidelines for educational research*. London: Author. Retrieved from <http://www.bera.ac.uk/publications/Ethical%20Guidelines>
- Brown, S. R. (1980). *Political subjectivity: Applications of Q methodology in political science*. New Haven, CT: Yale University Press.
- Brown, S. R. (1993). A primer on Q methodology. *Operant Subjectivity*, 16, 91–138.
- Browne, K. (2005). Snowball sampling: Using social networks to research nonheterosexual women. *International Journal of Social Research Methodology*, 8(1), 47–60.
- Bruckman, A. (2002). Studying the amateur artist: A perspective on disguising data collected in human subjects research on the Internet. *Ethics and Information Technology*, 4(3), 217.
- Bryman, A. (2006). Integrating quantitative and qualitative research: How is it done? *Qualitative Research*, 6(1), 97–113.
- Bryman, A., & Cassell, C. (2006). The researcher interview: A reflexive perspective. *Qualitative Research in Organizations and Management*, 1(1), 41–55.
- Buchanan, E. (2011). Internet research ethics: Past, present, future. In M. Consalvo & C. Ess (Eds.), *The handbook of Internet studies* (pp. 83–108). New York: Wiley-Blackwell.
- Buckley, C. A., & Waring, M. J. (2013). Using diagrams to support the research process: Examples from grounded theory. *Qualitative Research*, 13, 148–172. doi:10.1177/1468794112472280
- Budd, J. M. (2008). Critical theory. In L. M. Given (Ed.), *The SAGE encyclopedia of qualitative research methods* (pp. 174–179). Thousand Oaks, CA: Sage.
- Cabiria, J. (2008). *A Second Life: Online virtual worlds as therapeutic tools for gay and lesbian people*. Doctoral dissertation, Fielding Graduate University, Santa Barbara, CA.
- Cabiria, J. (2012). Interviewing in virtual worlds: An application of best practices. In J. Salmons (Ed.), *Cases in online interview research* (pp. 109–123). Thousand Oaks, CA: Sage.
- Carolis, D. M. D., & Saparito, P. (2006). Social capital, cognition, and entrepreneurial opportunities: A theoretical framework. *Entrepreneurship: Theory & Practice*, 30(1), 41–56. doi:10.1111/j.1540-6520.2006.00109.x
- Carter, S. M., & Little, M. (2007). Justifying knowledge, justifying method, taking action: Epistemologies, methodologies, and methods in qualitative research. *Qualitative Health Research*, 17(10), 1316–1328.
- Carusi, A. (2008). Data as representation: Beyond anonymity in e-research ethics. *International Journal of Internet Research Ethics*, 1(1), 37–65.
- Castaños, C., & Piercy, F. P. (2010). The wiki as a virtual space for qualitative data collection. *The Qualitative Report*, 15(4), 948–955.
- Chapman, D. S., & Rowe, P. M. (2002). The influence of videoconference technology and interview structure on the recruiting function of the employment interview: A field experiment. *International Journal of Selection and Assessment*, 10(3), 185–197.
- Charmaz, K. (2003). Qualitative interviewing and grounded theory analysis. In J. A. Holstein & J. F. Gubrium (Eds.), *Inside interviewing: New lenses, new concerns* (pp. 311–330). Thousand Oaks, CA: Sage.

- Charmaz, K. (2006). *Constructing grounded theory: A practical guide through qualitative analysis*. Thousand Oaks, CA: Sage.
- Chen, M. (2002). *Leveraging the asymmetric sensitivity of eye contact for videoconference*. Paper presented at the Special Interest Group on Computer-Human Interaction Conference on Human Factors in Computing Systems, Minneapolis, MN.
- Chen, P., & Hinton, S. M. (1999). Realtime interviewing using the World Wide Web. *Sociological Research Online*, 4.
- Chin-Sheng, W., & Wen-Bin, C. (2006). Why are adolescents addicted to online gaming? An interview study in Taiwan. *CyberPsychology & Behavior*, 9(6), 762–766.
- Chou, C. (2001). Internet heavy use and addiction among Taiwanese college students: An online interview study. *CyberPsychology & Behavior*, 4(5), 573–585.
- Clandinin, D. J., & Connelly, F. M. (2000). *Narrative inquiry: Experience and story in qualitative research*. Thousand Oaks, CA: Sage.
- Clarke, A. (2005). *Situational analysis: Grounded theory after the postmodern turn*. Thousand Oaks, CA: Sage.
- Computer user high tech dictionary. (2008). Retrieved September 8, 2008, from <http://www.computeruser.com>
- Consalvo, M., & Ess, C. (Eds.). (2011). *The handbook of Internet studies*. West Sussex: Wiley-Blackwell.
- Couture, A. L., Zaidi, A. U., & Maticka-Tyndale, E. (2012). Reflexive accounts: An intersectional approach to exploring the fluidity of insider/outsider status and the researcher's impact on culturally sensitive post-positivist qualitative research. *Qualitative Sociology Review*, VIII(i), 86–105.
- Coyne, I. T. (1997). Sampling in qualitative research. Purposeful and theoretical sampling; merging or clear boundaries? *Journal of Advanced Nursing*, 26, 623–630.
- Creswell, J. W. (1998). *Qualitative inquiry and research design: Choosing among five traditions*. Thousand Oaks, CA: Sage.
- Creswell, J. W. (2003). *Research design: Qualitative, quantitative and mixed methods approaches* (2nd ed.). Thousand Oaks, CA: Sage.
- Creswell, J. W. (2007). *Qualitative inquiry and research design: Choosing among five approaches* (2nd ed.). Thousand Oaks, CA: Sage.
- Creswell, J. W. (2013). *Qualitative inquiry and research design: Choosing among five approaches* (3rd ed.). Thousand Oaks, CA: Sage.
- Creswell, J. W. (2014). *Research design: Qualitative, quantitative and mixed methods approaches* (4th ed.). Thousand Oaks, CA: Sage.
- Creswell, J. W., & Clark, V. L. P. (2007). *Designing and conducting mixed methods research* (2nd ed.). Thousand Oaks, CA: Sage.
- Crilly, N., Blackwell, A. F., & Clarkson, P. J. (2006). Graphic elicitation: Using research diagrams as interview stimuli. *Qualitative Research*, 6(3), 341–366.
- Crotty, M. (1998). *The foundation of social research: Meaning and perspectives in the research process*. London: Sage.
- Daft, R. L., & Lengel, R. H. (1986). Organizational information requirements, media richness and structural design. *Management Science*, 32(5), 554–571.
- Davis, M. (1999). *Ethics in the university*. Florence, Italy: Routledge.

- Davis, M., Bolding, G., Hart, G., Sherr, L., & Elford, J. (2004). Reflecting on the experience of interviewing online: Perspectives from the Internet and HIV study in London. *AIDS Care*, 16(8), 944–952.
- Day, S. (2012). A reflexive lens: Exploring dilemmas of qualitative methodology through the concept of reflexivity. *Qualitative Sociology Review*, VIII(i), 61–84.
- Debes, J. (1968). Some foundations of visual literacy. *Audio-Visual Instruction*, 13, 961–964.
- Dennis, A. R., Fuller, R. M., & Valacich, J. S. (2008). Media, tasks, and communication processes: A theory of media synchronicity. *Management Information Systems Quarterly*, 32(4), 575–600.
- Denzin, N. K. (1989). *Interpretive biography* (Vol. 17). Newbury Park, CA: Sage.
- Denzin, N. K. (2001). The reflexive interview and a performative social science. *Qualitative Research*, 1(23), 23–25.
- DeVault, M., & McCoy, L. (2002). Institutional ethnography: Using interviews to investigate ruling relations. In J. F. Gubrium & J. A. Holstein (Eds.), *Handbook of interviewing: Context and method* (pp. 751–755). Thousand Oaks, CA: Sage.
- Dewey, J. (1916). *Democracy and education*. New York: Macmillan.
- Diaz, V., Salmons, J., & Brown, M. (2010). *ELI Discovery Tool: Guide to collaborative learning*. Retrieved from <http://www.educause.edu/library/resources/eli-discovery-tool-guide-collaborative-learning>
- DiCicco-Bloom, B., & Crabtree, B. F. (2006). The qualitative research interview. *Medical Education*, 40, 314–321.
- Douglas, J. D. (1984). *Creative interviewing*. Thousand Oaks, CA: Sage.
- Duncombe, J., & Jessop, J. (2012). ‘Doing rapport’ and the ethics of ‘faking friendship.’ In T. Miller, M. Birch, M. Mauthner, & J. Jessop (Eds.), *Ethics in qualitative research* (pp. 107–122). London: Sage.
- Dunn, R. A., & Guadagno, R. E. (2012). My avatar and me—Gender and personality predictors of avatar-self discrepancy. *Computers in Human Behavior*, 28(1), 97–106. doi:<http://dx.doi.org/10.1016/j.chb.2011.08.015>
- Dwyer, T. (2010). *Media convergence*. Maidenhead, UK: McGraw-Hill Professional.
- Educational Testing Services. (2006). *ICT literacy assessment preliminary findings*. Retrieved February 25, 2007, from [http://www.ets.org/Media/Products/ICT\\_Literacy/pdf/2006\\_Preliminary\\_Findings.pdf](http://www.ets.org/Media/Products/ICT_Literacy/pdf/2006_Preliminary_Findings.pdf)
- Ellis, C., & Berger, L. (2003). Their story/my story/our story. In J. F. Gubrium & J. A. Holstein (Eds.), *Postmodern interviewing* (pp. 157–186). Thousand Oaks, CA: Sage.
- Elm, M. S. (2008). How do various notions of privacy influence decisions in qualitative Internet research? In A. N. Markham & N. K. Baym (Eds.), *Internet inquiry: Conversations about method* (pp. 69–87). Thousand Oaks, CA: Sage.
- Elwell, J. S. (2013). The transmediated self: Life between the digital and the analog [Electronic version]. *Convergence: The International Journal of Research Into New Media Technologies*. doi:10.1177/1354856513501423
- Emerson, R. W. (1838). *Literary ethics*. Hanover, NH: Dartmouth College.
- Erdem, S. A. (2013). Moving from intermediaries to apomediations: A study of the ongoing changes in marketing channels. *Review of Business Information Systems*, 17(1). Retrieved from <http://journals.cluteonline.com/index.php/RBIS/article/view/7582/7648>

## References

---

- Erickson, T., & Herring, S. C. (2005). *Persistent conversation: A dialog between research and design*. Paper presented at the International Conference on System Sciences, Manoa, Hawaii.
- ESOMAR. (2011). *ESOMAR guideline on social media research*. Retrieved from <http://www.esomar.org/uploads/public/knowledge-and-standards/codes-and-guidelines/ESOMAR-Guideline-on-Social-Media-Research.pdf>
- ESOMAR & International Chamber of Commerce. (2008). *ICC/ESOMAR international code on market and social research*. Retrieved from [http://www.esomar.org/uploads/public/knowledge-and-standards/codes-and-guidelines/ICCESOMAR\\_Code\\_English\\_.pdf](http://www.esomar.org/uploads/public/knowledge-and-standards/codes-and-guidelines/ICCESOMAR_Code_English_.pdf)
- Ess, C. (2002). *Ethical decision making and Internet Research: Recommendations from the AOIR ethics working committee*. Retrieved December 10, 2003, from <http://www.aoir.org/reports/ethics.pdf>
- Estellés-Arolas, E., & González-Ladrón-de-Guevara, F. (2012). Towards an integrated crowdsourcing definition. *Journal of Information Science*, 38(2), 189–200. doi:10.1177/0165551512437638
- ETS. (2006). *ICT literacy assessment preliminary findings*. Retrieved February 25, 2007, from [http://www.ets.org/Media/Products/ICT\\_Literacy/pdf/2006\\_Preliminary\\_Findings.pdf](http://www.ets.org/Media/Products/ICT_Literacy/pdf/2006_Preliminary_Findings.pdf)
- Eysenbach, G. (2008). Medicine 2.0: Social networking, collaboration, participation, apomediation, and openness. *Journal of Medical Internet research*, 10(3). doi:10.2196/jmir.1030
- Eysenbach, G., & Till, J. (2001). Ethical issues in qualitative research on Internet communities. *British Medical Journal*, 323(7321), 1103–1105.
- Fereday, J., & Muir-Cochrane, E. (2006). Demonstrating rigor using thematic analysis: A hybrid approach of inductive and deductive coding and theme development. *International Journal of Qualitative Methods*, 5(1), 80–92.
- Fielding, N. (2007). *New technologies, new applications: Using access grid nodes in field research and training*. Swindon, UK: Economic & Social Research Council.
- Flick, U. (2007a). Quality in qualitative research. In U. Flick (Ed.), *Designing qualitative research* (pp. 61–67). London: Sage.
- Flick, U. (2007b). Standards, criteria, checklists and guidelines. In U. Flick (Ed.), *Managing quality in qualitative research* (pp. 11–26). London: Sage.
- Fontana, A. (2003). Postmodern trends in interviewing. In J. F. Gubrium & J. A. Holstein (Eds.), *Postmodern interviewing* (pp. 51–66). Thousand Oaks, CA: Sage.
- Fontana, A., & Frey, J. H. (2003). The interview: From structured questions to negotiated text. In N. K. Denzin & Y. S. Lincoln (Eds.), *Collecting and interpreting qualitative materials* (pp. 61–106). Thousand Oaks, CA: Sage.
- Fox, N. (2008a). Induction. In L. M. Given (Ed.), *The SAGE encyclopedia of qualitative research methods* (pp. 430–431). Thousand Oaks, CA: Sage.
- Fox, N. (2008b). Postpositivism. In L. M. Given (Ed.), *The SAGE encyclopedia of qualitative research methods* (pp. 660–665). Thousand Oaks, CA: Sage.
- Frankel, M. S., & Siang, S. (1999). *Ethical and legal aspects of human subjects research on the Internet*. Washington, DC: American Association for the Advancement of Science.
- Franklin, B. (2004). *The autobiography of Benjamin Franklin*. New York: Simon & Schuster. (Original work published in 1757)

- Freeman, R. (2007). Epistemological bricolage: How practitioners make sense of learning. *Administration & Society*, 39(4), 476–496.
- Gardner, H. (1983). *Frames of mind: The theory of multiple intelligences*. New York: Basic Books.
- Garg, A. (2008). Sampling hurdles: “Borderline illegitimate” to legitimate data. *International Journal of Qualitative Methods*, 7(4), 59–67.
- Garrison, D. R., Anderson, T., & Archer, W. (2004). Critical thinking and computer conferencing: A model and tool to assess cognitive presence. *American Journal of Distance Education*, 15(1), 7–23.
- Gehling, R., Turner, D., & Rutherford, B. (2007). Defining the proposed factors for small business online banking: Interviewing the IT professionals. *Financial Services Marketing*, 12(3), 189–196.
- Geiser, T. (2002). Conducting online focus groups: A methodological discussion. In L. Burton & D. Goldsmith (Eds.), *The medium is the message: Using online focus groups to study online learning* (Vol. 2003, pp. 1–14). New Britain: Connecticut Distance Learning Consortium.
- Gergle, D., Kraut, R. E., & Fussell, S. R. (2004). Language efficiency and visual technology minimizing collaborative effort with visual information. *Journal of Language and Social Psychology*, 23(4), 491–517.
- Goldstein, B. M. (2007). All photos lie: Images as data. In G. C. Stanczak (Ed.), *Visual research methods: Image, society, and representation* (pp. 61–81). Thousand Oaks, CA: Sage.
- Gordon, R. L. (1980). *Interviewing: Strategy, techniques and tactics*. Homewood, IL: Dorsey.
- Gray, D. (2004). *Doing research in the real world*. London: Sage.
- Gray, D. (2009). *Doing research in the real world* (2nd ed.). London: Sage.
- Grayson, D. M., & Monk, A. F. (2003). Are you looking at me? Eye contact and desktop video conferencing. *Transactions on Computer-Human Interaction*, 10(3), 221–243.
- Gruber, T., Szmigin, I., Reppel, A. E., & Voss, R. (2008). Designing and conducting online interviews to investigate interesting consumer phenomena. *Qualitative Market Research*, 11(3), 256–274. doi:<http://dx.doi.org/10.1108/13522750810879002>
- Gubrium, E., & Koro-Ljungberg, M. (2005). Contending with border making in the social constructionist interview. *Qualitative Inquiry*, 5(11), 689–715.
- Gubrium, J., & Holstein, J. (2003a). From the individual interview to the interview society. In J. F. Gubrium & J. A. Holstein (Eds.), *Postmodern interviewing* (pp. 21–50). Thousand Oaks, CA: Sage.
- Gubrium, J., & Holstein, J. (Eds.). (2003b). *Postmodern interviewing*. Thousand Oaks, CA: Sage.
- Guerrero, L. K., DeVito, J. A., & Hecht, M. L. (Eds.). (1999). *The nonverbal communication reader: Classic and contemporary readings*. Prospect Hills, IL: Waveland Press.
- Hanna, P. (2012). Using Internet technologies (such as Skype) as a research medium: A research note. *Qualitative Research*, 12(2), 239–242. doi:10.1177/1468794111426607
- Hargrove, R. (2001). *E-leader: Reinventing leadership in a connected economy*. Cambridge, MA: Perseus.

## References

---

- Hayles, N. K. (2006). Unfinished work: From cyborg to cognisphere. *Theory, Culture & Society*, 23(7–8), 159–166. doi:10.1177/0263276406069229
- Heeter, C. (2003). Reflections on real presence by a virtual person. *Presence: Teleoperators & Virtual Environments*, 12(4), 335–345.
- Hesse-Biber, S. N. (2010). *Mixed methods research: Merging theory with practice*. New York: Guilford Press.
- Hesse-Biber, S. N., & Leavy, P. (2006). *The practice of qualitative research*. Thousand Oaks, CA: Sage.
- Hewson, C. (2010). Internet-mediated research and its potential role in facilitating mixed methods research. In S. N. Hesse-Biber & P. Leavy (Ed.), *Handbook of emergent methods* (pp. 543–570). New York: Guilford Press.
- Hibbert, P., Coupland, C., & MacIntosh, R. (2010). Reflexivity: Recursion and relationality in organizational research processes. *Qualitative Research in Organizations and Management*, 5(1), 47–62. doi:10.1108/17465641011042026
- Hine, C. (Ed.). (2000). *Virtual ethnography*. Oxford, UK: Berg.
- Hine, C. (2013). *The Internet: Understanding qualitative research*. Oxford, UK: Oxford Press.
- Holstein, J. A., & Gubrium, J. F. (1995). *The active interview*. Thousand Oaks, CA: Sage.
- Holstein, J. A., & Gubrium, J. F. (2003a). Active interviewing. In J. F. Gubrium & J. A. Holstein (Eds.), *Postmodern interviewing* (pp. 67–80). Thousand Oaks, CA: Sage.
- Holstein, J. A., & Gubrium, J. F. (Eds.). (2003b). *Inside interviewing: New lenses, new concerns*. Thousand Oaks, CA: Sage.
- Holstein, J. A., & Gubrium, J. F. (2003c). Postmodern sensibilities. In J. F. Gubrium & J. A. Holstein (Eds.), *Postmodern interviewing* (pp. 3–20). Thousand Oaks, CA: Sage.
- Holstein, J. A., & Gubrium, J. F. (2004). The active interview. In D. Silverman (Ed.), *Qualitative research: Theory, method and practice* (pp. 140–161). Thousand Oaks, CA: Sage.
- Hsu, C., & Sandford, B. (2010). Delphi technique. In N. Salkind (Ed.), *Encyclopedia of research design* (pp. 344–347). Thousand Oaks, CA: Sage.
- Huang, R., Kahai, S., & Jestice, R. (2010). The contingent effects of leadership on team collaboration in virtual teams. *Computers in Human Behavior*, 26(5), 1098–1110. doi:<http://dx.doi.org/10.1016/j.chb.2010.03.014>
- Hughes, J. (2012a). Editor's introduction: Internet research methods. In J. Hughes (Ed.), *SAGE Internet research methods*. London: Sage.
- Hughes, J. (2012b). *Web-based network sampling: Efficiency and efficacy of respondent-driven sampling for online research*. London: Sage.
- Hull, C. L. (1943). *Principles of behavior*. New York: Appleton-Century-Crofts.
- Hunt, N., & McHale, S. (2007). A practical guide to the email interview. *Qualitative Health Research*, 17(10), 1415–1421.
- Husserl, E. (1931). *Ideas: General introduction to pure phenomenology*. London: Allen & Unwin.
- infoDev. (2008). Glossary. In *ICT regulation toolkit*. Washington, DC: Author.
- Jacobsen, M. M. (1999). *Orality, literacy, cyberdiscursivity: Transformations of literacy in computer-mediated communication*. Unpublished doctoral dissertation, Texas A&M University.

- James, N., & Busher, H. (2006). Credibility, authenticity and voice: Dilemmas in online interviewing. *Qualitative Research*, 6(3), 403–420.
- James, N., & Busher, H. (2009). *Online interviewing*. London: Sage.
- Johnson, R. B., & Onwuegbuzie, A. J. (2004). Mixed methods research: A research paradigm whose time has come. *Educational Researcher*, 33(7), 14–26.
- Johnson, R. B., Onwuegbuzie, A. J., & Turner, L. A. (2007). Toward a definition of mixed methods research. *Journal of Mixed Methods Research*, 1(2), 112–133. doi:10.1177/1558689806298224
- Joinson, A. (2001). Self-disclosure in computer-mediated communication: The role of self-awareness and visual anonymity. *European Journal of Social Psychology*, 31, 177–192.
- Khai, S. S., & Cooper, R. B. (2003). Exploring the core concepts of media richness theory: The impact of cue multiplicity and feedback immediacy on decision quality. *Journal of Management Information Systems*, 20(3), 263–299.
- Kalman, Y. M., Ravid, G., Raban, D. R., & Rafaeli, S. (2006). Pauses and response latencies: A chronemic analysis of asynchronous CMC. *Journal of Computer-Mediated Communication*, 12(1), 1–23.
- Kant, I. (2008). *Grounding for the metaphysics of morals* (T. K. Abbott, Trans.). Radford, VA: Wilder Publications. (Original work published in 1785)
- Kaplan, H. B. (1975). The self-esteem motive. In H. B. Kaplan (Ed.), *Self-attitudes and deviant behavior* (pp. 10–31). Pacific Palisades, CA: Goodyear.
- Kehrwald, B. (2008). Understanding social presence in text-based online learning environments. *Distance Education*, 29(1), 89–106.
- King, N., & Horrocks, C. (2010). *Interviews in qualitative research*. London: Sage.
- Kitchin, R. M. (1998). Towards geographies of cyberspace. *Progress in Human Geography*, 22(3), 385–406.
- Kitto, R. J., & Barnett, J. (2007). Analysis of thin online interview data: Toward a sequential hierarchical language-based approach. *American Journal of Evaluation*, 28(3), 356–368.
- Kitto, S. C., Chesters, J., & Grbich, C. (2008). Quality in qualitative research: Criteria for authors and assessors in the submission and assessment of qualitative research articles for the Medical Journal of Australia. *Medical Journal of Australia*, 188(4), 243–246.
- Knapik, M. (2006). The qualitative research interview: Participants' responsive participation in knowledge making. *International Journal of Qualitative Methods*, 5(3), 1–13.
- Knemeyer, D. (2004). Digital convergence: Insight into the future of web design. *Digital Web Magazine*. Retrieved from [http://www.digital-web.com/articles/digital\\_convergence/](http://www.digital-web.com/articles/digital_convergence/)
- Koerber, A., & McMichael, L. (2008). Qualitative sampling methods: A primer for technical communicators. *Journal of Business and Technical Communication*, 22(4), 454–473.
- Koltay, T. (2011). The media and the literacies: Media literacy, information literacy, digital literacy. *Media, Culture & Society*, 33(2), 211–221. doi:10.1177/0163443710393382
- Kouzes, J. M., & Posner, B. Z. (2007). *The leadership challenge* (4th ed.). San Francisco: Jossey Bass.

## References

---

- Kozinets, R. V. (2010). *Netnography: Doing ethnographic research online*. Thousand Oaks, CA: Sage.
- Kress, G. (2003). *Literacy in the new media age*. London: Routledge.
- Kress, G. (2005). Gains and losses: New forms of texts, knowledge, and learning. *Computers and Composition*, 22(1), 5–22. doi:<http://dx.doi.org/10.1016/j.compcom.2004.12.004>
- Kress, G., & Selander, S. (2012). Multimodal design, learning and cultures of recognition. *The Internet and Higher Education*, 15(4), 265–268. doi:<http://dx.doi.org/10.1016/j.iheduc.2011.12.003>
- Kvale, S. (2006). Dominance through interviews and dialogues. *Qualitative Inquiry*, 12(3), 480–500.
- Kvale, S. (2007). *Doing interviews*. Thousand Oaks, CA: Sage.
- Kvale, S., & Brinkman, S. (2009). *InterViews: Learning the craft of qualitative research interviewing* (2nd ed.). Thousand Oaks, CA: Sage.
- LaBanca, F. (2011). Online dynamic asynchronous audit strategy for reflexivity in the qualitative paradigm. *The Qualitative Report*, 16(4), 1160–1171. doi:[10.1080/13645570802156196](https://doi.org/10.1080/13645570802156196)
- Laflen, A., & Fiorenza, B. (2012). “Okay, my rant is over”: The language of emotion in computer-mediated communication. *Computers and Composition*, 29(4), 296–308. doi:<http://dx.doi.org/10.1016/j.compcom.2012.09.005>
- Laquintano, T. (2010). Sustained authorship: Digital writing, self-publishing, and the ebook. *Written Communication*, 27(4), 469–493. doi:[10.1177/0741088310377863](https://doi.org/10.1177/0741088310377863)
- Lee, N., & Lings, I. (2008). *Doing business research: A guide to theory and practice*. London: Sage.
- Lehdonvirta, V. (2010). Virtual worlds don't exist: Questioning the dichotomous approach in MMO studies. *Journal for Virtual Worlds Research*, 10(1). Retrieved from <http://gamestudies.org/1001/articles/lehdonvirta>
- Lévi-Strauss, C. (1983). *The raw and the cooked: Mythologiques, Volume 1*. Chicago: University of Chicago Press.
- Licoppea, C., & Smoredab, Z. (2005). Are social networks technologically embedded? How networks are changing today with changes in communication technology. *Social Networks*, 27(4), 317–335.
- Lillie, J. (2012). Nokia's MMS: A cultural analysis of mobile picture messaging. *New Media & Society*, 14(1), 80–97. doi:[10.1177/1461444811410400](https://doi.org/10.1177/1461444811410400)
- Lincoln, Y. S. (2002). Emerging criteria for quality in qualitative and interpretive research. In N. K. Denzin & Y. S. Lincoln (Eds.), *The qualitative inquiry reader* (pp. 327–346). Thousand Oaks, CA: Sage.
- Lincoln, Y. S., & Guba, E. G. (1985). *Naturalistic inquiry*. Thousand Oaks, CA: Sage.
- Locke, K. (2010). Abduction. In A. Mills, G. Durepos, & E. Wiebe (Eds.), *Encyclopedia of case study research* (pp. 2–4). Thousand Oaks, CA: Sage.
- Lombard, M., & Ditton, T. (1997). At the heart of it all: The concept of presence. *Journal of Computer-Mediated Communication*, 3(2). Retrieved from <http://onlinelibrary.wiley.com/doi/10.1111/j.1083-6101.1997.tb00072.x/full>
- Lomborg, S. (2013). Personal internet archives and ethics. *Research Ethics*, 9(1), 20–31. doi:[10.1177/1747016112459450](https://doi.org/10.1177/1747016112459450)
- Loseke, D. R. (2013). *Methodological thinking: Basic principles of social research design*. Thousand Oaks, CA: Sage.

- Loue, S. (2000). *Textbook of research ethics: Theory and practice*. Hingham, MA: Kluwer Academic.
- Madge, C. (2006). *Online research ethics*. Retrieved from <http://www.restore.ac.uk/orm/ethics/ethcontents.htm>
- Mann, C., & Stewart, F. (2000). *Internet communication and qualitative research: A handbook for researching online*. San Francisco: Sage.
- Markham, A. N. (2005). Disciplining the future: A critical organizational analysis of Internet studies. *Information Society*, 21, 257–267.
- Markham, A., & Buchanan, E. (2012). *Ethical decision-making and Internet research: Recommendations from the AoIR Ethics Working Committee* (Version 2.0). Retrieved from <http://aoir.org/reports/ethics2.pdf>
- Martey, R. M., & Shiflett, K. (2012). Reconsidering site and self: Methodological frameworks for virtual-world research. *International Journal of Communication*, 6, 105–126.
- Mason, J. (2002). *Qualitative researching* (2nd ed.). Thousand Oaks, CA: Sage.
- McDermott, E., & Roen, K. (2012). Youth on the virtual edge: Researching marginalized sexualities and genders online. *Qualitative Health Research*, 22(4), 560–570. doi:10.1177/1049732311425052
- McKinney, P., Jones, M., & Turkington, S. (2011). Information literacy through inquiry. *Aslib Proceedings*, 63(2–3), 221–240. doi:<http://dx.doi.org/10.1108/0001253111135673>
- Meek, D. (2012). YouTube and social movements: A phenomenological analysis of participation, events and cyberplace. *Antipode*, 44(4), 1429–1448. doi:10.1111/j.1467-8330.2011.00942.x
- Meho, L. I. (2006). E-mail interviewing in qualitative research: A methodological discussion. *Journal of the American Society for Information Science & Technology*, 57(10), 1284–1295. doi:10.1002/asi.20416
- Mehrabian, A. (1971). *Silent messages*. Belmont, WA: Wadsworth.
- Messinger, P. R., Ge, X., Stroulia, E., Lyons, K., & Smirnov, K. (2008). On the relationship between my avatar and myself. *Journal of Virtual Worlds Research*, 1(2), 1–17.
- Metros, S. E. (2008). The educator's role in preparing visually literate learners. *Theory Into Practice*, 47, 102–109.
- Miles, M., & Huberman, A. M. (1994). *Qualitative data analysis: An expanded sourcebook* (2nd ed.). Thousand Oaks, CA: Sage.
- Mill, J. S. (1985). *The collected works of John Stuart Mill: Essays on ethics, religion, and society* (Vol. X). London: Routledge.
- Miller, J., & Glassner, B. (2004). The “inside” and the “outside”: Finding realities in interviews. In D. Silverman (Ed.), *Qualitative research: Theory, method and practice* (pp. 125–139). Thousand Oaks, CA: Sage.
- Milliou, C., & Petrakis, E. (2011). Timing of technology adoption and product market competition. *International Journal of Industrial Organization*, 29(5), 513–523. doi:10.1016/j.ijindorg.2010.10.003
- Molyneaux, H., O'Donnell, S., Liu, S., Hagerman, V., Gibson, K. B. M., Matthews, B., et al. (2007). *Good practice guidelines for participatory multi-site videoconferencing*. Fredericton, Canada: National Research Council.
- Morgan, D. L. (2007). Combining qualitative and quantitative methods. Paradigms lost and pragmatism regained: Methodological implications. *Journal of Mixed Methods Research*, 1(1), 48–76.

## References

---

- Moustakas, C. (1994). *Phenomenological research methods*. Thousand Oaks, CA: Sage.
- Nahapiet, J., & Ghoshal, S. (1998). Social capital, intellectual capital, and the organizational advantage. *Academy of Management Review*, 23(2), 242–266.
- Näykki, P., & Järvelä, S. (2008). How pictorial knowledge representations mediate collaborative knowledge construction in groups. *Journal of Research on Technology in Education*, 40(3), 359–387.
- Neuman, W. L. (1994). *Social research methods: Qualitative and quantitative approaches*. Needham Heights, MA: Allyn & Bacon.
- Newton, J. (2006). *Action research. The SAGE dictionary of social research methods*. Thousand Oaks, CA: Sage.
- O'Connor, D. (2013). The apomediated world: Regulating research when social media has changed research. *Journal of Law, Medicine & Ethics*, 41(2), 470–483. doi:10.1111/jlme.12056
- O'Connor, H. (2006). Online interviews. *Exploring online research methods: Online interviews*. Leicester, UK: University of Leicester.
- O'Donnell, S., Perley, S., & Simms, D. (2008). *Challenges for video communications in remote and rural communities*. Paper presented at the IEEE International Symposium on Technology and Society, New Brunswick, Canada.
- OED. (2005). *Oxford English dictionary*. Retrieved May 29, 2005, from <http://www.askoxford.com>
- O'Hara, P. (2005). *Strategic initiative for developing capacity in ethical review (SIDCER)*. Paper presented at the International Conference on Ethical Issues in Behavioural and Social Sciences Research, Montreal, Canada.
- Olaniran, B. A. (2009). Organizational communication: Assessment of videoconferencing as a medium for meetings in the workplace. *International Journal of Technology and Human Interaction*, 5(2), 63–84.
- Ong, W. (1990). *Writing and reading texts are speech events: Language as hermeneutic*. St. Louis, MO: St. Louis University.
- Onwuegbuzie, A. J., & Leech, N. L. (2007). Sampling designs in qualitative research: Making the sampling process more public. *The Qualitative Report*, 12(2), 238–254.
- Opdenakker, R. (2006). Advantages and disadvantages of four interview techniques in qualitative research. *Forum: Qualitative Social Research*, 4(11). Retrieved from <http://www.qualitative-research.net/index.php/fqs/article/view/175/391>
- O'Reilly, M., & Parker, N. (2012). 'Unsatisfactory saturation': A critical exploration of the notion of saturated sample sizes in qualitative research [Electronic version]. *Qualitative Research*. doi:10.1177/1468794112446106
- O'Sullivan, P. B., Hunt, S. K., & Lippert, L. R. (2004). Mediated immediacy: A language of affiliation in a technological age. *Journal of Language and Social Psychology*, 23(4), 464–490.
- Otonto, R. F., Scotter, J. R. V., Allen, D. G., & Palvia, P. (2008). The complexity of richness: Media, message, and communication outcomes. *Information & Management*, 45, 21–30.
- Ottósson, H., & Klyver, K. I. M. (2010). The effect of human capital on social capital among entrepreneurs. *Journal of Enterprising Culture*, 18(4), 399–417.
- Paechter, C. (2013). Researching sensitive issues online: Implications of a hybrid insider/outsider position in a retrospective ethnographic study. *Qualitative Research*, 13(1), 71–86. doi:10.1177/1468794112446107

- Park, Y. J. (2013). Digital literacy and privacy behavior online. *Communication Research*, 40(2), 215–236. doi:10.1177/0093650211418338
- Pascale, C.-M. (2011). *Cartographies of knowledge: Exploring qualitative epistemologies*. Thousand Oaks, CA: Sage.
- Patton, M. Q. (2002). *Qualitative research and evaluation methods* (3rd ed.). Thousand Oaks, CA: Sage.
- Pauwels, L. (2011). An integrated conceptual framework for visual social research. In E. Margolis & L. Pauwels (Eds.), *The SAGE handbook of visual research methods* (pp. 3–23). London: Sage.
- Pedroni, J. A., & Pimple, K. D. (2001). *A brief introduction to informed consent in research with human subjects*. Bloomington, IN: Poynter Center for the Study of Ethics and American Institutions.
- Penslar, R. L., & Porter, J. P. (2009). Basic IRB review. In *Institutional review guidebook* (Chap. 3). Retrieved from [http://www.hhs.gov/ohrp/archive/irb/irb\\_chapter3.htm](http://www.hhs.gov/ohrp/archive/irb/irb_chapter3.htm)
- Pink, S. (2007). *Doing visual ethnography* (2nd ed.). London: Sage.
- Pink, S. (2013). *Doing visual ethnography* (3rd ed.). London: Sage.
- Porter, J. P. (1993). *Institutional review board guidebook*. Washington, DC: U.S. Department of Health and Human Services Office for Human Research Protections.
- Pryke, M. (2003). *Using social theory: Thinking through research*. London: Sage.
- Rallis, S. F., & Rossman, G. B. (2012). *The research journey: Introduction to inquiry*. New York: Guilford Press.
- Reppel, A., Gruber, T., Szmigin, I., & Voss, R. (2008). Conducting qualitative research online: An exploratory study into the preferred attributes of an iconic digital music player. *European Advances in Consumer Research*, 8, 519–525.
- Rheingold, H. (2012). Stewards of digital literacies. *Knowledge Quest*, 41(1), 52–55.
- Ritchie, J., Lewis, J., Nicholls, C. M., & Ormston, R. (Eds.). (2014). *Qualitative research practice: A guide for social science students and researchers* (2nd ed.). London: Sage.
- Ritchie, J., Lewis, J., & Elam, G. (2003). Designing and selecting samples. In J. Ritchie & J. Lewis (Eds.), *Qualitative research practice: A guide for social science students and researchers* (pp. 77–108). London: Sage.
- Rogers, R. (2009). *The end of the virtual: Digital methods*. Amsterdam: Amsterdam University Press.
- Rogers, R. (2010). Internet research: The question of method. *Journal of Information Technology and Politics*, 7(2), 241–260.
- Roper, J. M., & Shapira, J. (2000). *Ethnography in nursing research*. Thousand Oaks, CA: Sage.
- Rose, G. (2012). *Visual methodologies: An introduction to researching with visual materials*. London: Sage.
- Rosenblatt, P. C. (2003). Interviewing at the border of fact and fiction. In J. F. Gubrium & J. A. Holstein (Eds.), *Postmodern interviewing* (pp. 225–242). Thousand Oaks, CA: Sage.
- Ross, D. N. (2001). Electronic communications: Do cultural dimensions matter? *American Business Review*, 19, 75–81.
- Roulston, K. (2010). Considering quality in qualitative interviewing. *Qualitative Research*, 10(2), 199–228. doi:10.1177/1468794109356739

## References

---

- Rubin, H. J., & Rubin, I. S. (2005). *Qualitative interviewing: The art of hearing data* (2nd ed.). Thousand Oaks, CA: Sage.
- Rubin, H. J., & Rubin, I. S. (2012). *Qualitative interviewing: The art of hearing data* (3rd ed.). Thousand Oaks, CA: Sage.
- Saldaña, J. (2013). *Coding manual for qualitative researchers* (2nd ed.). London: Sage.
- Salmons, J. (2007). Expect originality! Using taxonomies to structure assignments that support original work. In T. Roberts (Ed.), *Student plagiarism in an online world: Problems and solutions* (pp. 208–227). Hershey, PA: IGI Reference.
- Salmons, J. E. (2008). Taxonomy of collaborative e-learning. In L. A. Tomei (Ed.), *Encyclopedia of information technology curriculum integration* (pp. 839–942). Hershey, PA: Information Science Reference.
- Salmons, J. (2009). E-Social constructivism and collaborative e-learning. In J. Salmons & L. A. Wilson (Eds.), *Handbook of research on electronic collaboration and organizational synergy* (Vol. II, pp. 280–294). Hershey, PA: Information Science Reference.
- Salmons, J. (2010). *Online interviews in real time*. Thousand Oaks, CA: Sage.
- Salmons, J. (2011a). *An overview of the Taxonomy of Online Collaboration* [Media]. Vision2Lead, Inc. Boulder, CO. Retrieved from <http://connect.capellauniversity.edu/p32182738/?launcher=false&fcsContent=true&pbMode=normal>
- Salmons, J. (Producer). (2011b). A taxonomy of collaboration with Dr. Janet Salmons. *On Teaching Online* [Podcast]. Retrieved from <http://on teachingonline.com/oto-17-a-taxonomy-of-collaboration-with-dr-janet-salmons/>
- Salmons, J. (Ed.). (2012). *Cases in online interview research*. Thousand Oaks, CA: Sage.
- Salmons, J. (2014). Putting the “E” in entrepreneurship: Women entrepreneurs in the digital age. In L. Kelley (Ed.), *Entrepreneurial women: New management and leadership models*. Westport, CT: ABI-Clio Praeger.
- Schaeffer, N. C., & Maynard, D. W. (2003). Standardization and interaction in the survey interview. In J. F. Gubrium & J. A. Holstein (Eds.), *Postmodern interviewing* (pp. 51–66). Thousand Oaks, CA: Sage.
- Schreier, M. (2012). *Qualitative content analysis in practice*. London: Sage.
- Schutt, R. K. (2006). *Investigating the social world: The process and practice of research* (5th ed.). Thousand Oaks, CA: Pine Forge Press.
- Schwandt, T. A. (Ed.). (2007). *The SAGE dictionary of qualitative inquiry* (3rd ed.). Thousand Oaks, CA: Sage.
- Seidman, I. (2006). *Interviewing as qualitative research: A guide for researchers in education and the social sciences* (3rd ed.). New York: Teachers College Press.
- Seybold, A. M. (2008). The convergence of wireless, mobility, and the Internet and its relevance to enterprises. *Information Knowledge Systems Management*, 7, 11–23.
- Shank, G. (2008). Deduction. In L. M. Given (Ed.), *The SAGE encyclopedia of qualitative research methods* (pp. 208–209). Thousand Oaks, CA: Sage.
- Shin, N. (2002). Beyond interaction: The relational construct of “transactional presence.” *Open Learning*, 17(2), 121–137.
- Shirky, C. (2008). *Here comes everybody: The power of organizing without organizations*. New York: Penguin Press.
- Silverman, D., & Marvasti, A. (2008). *Doing qualitative research: A comprehensive guide*. Thousand Oaks, CA: Sage.

- Sixsmith, J., & Murray, C. D. (2001). Ethical issues in the documentary data analysis of Internet posts and archives. *Qualitative Health Research, 11*(3), 423–432.
- Smith, R. C. (2003). Analytic strategies for oral history interviews. In J. F. Gubrium & J. A. Holstein (Eds.), *Postmodern interviewing* (pp. 203–224). Thousand Oaks, CA: Sage.
- Soanes, C., & Stevenson, A. (Eds.). (2004). *Concise Oxford English dictionary* (Vol. 2005, 11th ed.). Oxford, UK: Oxford University Press.
- Spencer, L., Ritchie, J., & O'Connor, W. (2003). Analysis: Practices, principles and processes. In J. Ritchie & J. Lewis (Eds.), *Qualitative research practice: A guide for social science students and researchers* (pp. 199–218). London: Sage.
- Stake, R. E. (1995). *The art of case study research*. Thousand Oaks, CA: Sage.
- Stanczak, G. C. (2007a). Observing culture and social life: Documentary photography, fieldwork, and social research. In G. C. Stanczak (Ed.), *Visual research methods* (pp. 23–61). Thousand Oaks, CA: Sage.
- Stanczak, G. C. (2007b). *Visual research methods: Image, society, and representation*. Thousand Oaks, CA: Sage.
- Stebbins, R. A. (2001). What is exploration? In R. A. Stebbins (Ed.), *Exploratory research in the social sciences* (pp. 1–30). Thousand Oaks, CA: Sage.
- Stenbacka, C. (2001). Qualitative research requires quality concepts of its own. *Management Decision, 39*(7), 551–555.
- Stephenson, W. (1935). Correlating persons instead of tests. *Character and Personality, 4*, 17–24.
- Stern, S. R. (2009). How notions of privacy influence research choices: A response to Malin Svenningsson. In A. N. Markham & N. K. Baym (Eds.), *Internet inquiry: Conversations about method* (pp. 94–98). Thousand Oaks, CA: Sage.
- Strauss, A. L. (1987). *Qualitative analysis for social scientists*. Cambridge, UK: Cambridge University Press.
- Streeton, R., Cooke, M., & Campbeii, J. (2004). Researching the researchers: Using a snowballing technique. *Nurse Researcher, 12*(1), 35–45.
- Suler, J. (2003). Presence in cyberspace. In *Psychology of cyberspace* [Electronic version]. Retrieved from <http://www-usr.rider.edu/~suler/psycyber/presence.html>
- Sumner, M. (2006). Epistemology. In V. Jupp (Ed.), *The SAGE dictionary of social research methods* (pp. 93–95). Thousand Oaks, CA: Sage.
- Sung, E., & Mayer, R. E. (2012). Five facets of social presence in online distance education. *Computers in Human Behavior, 28*(5), 1738–1747. doi:<http://dx.doi.org/10.1016/j.chb.2012.04.014>
- Sutherland-Smith, W. (2002). Weaving the literacy web: Changes in reading from page to screen. *Reading Teacher, 55*(7), 662–669.
- Swann, W. B., Jr. (1987). Identity negotiation: Where two roads meet. *Journal of Personality and Social Psychology, 53*, 1038–1051.
- Swann, W. B., Jr., Pelham, B. W., & Krull, D. S. (1989). Agreeable fancy or disagreeable truth? Reconciling self-enhancement and self-verification. *Journal of Personality and Social Psychology, 57*(5), 782–791.
- Tapscott, D., & Williams, A. D. (2008). *Wikinomics: How mass collaboration changes everything*. New York: Portfolio Hardcover.
- Thygesen, M. K., Pedersen, B. D., Kragstrup, J., Wagner, L., & Mogensen, O. (2011). Utilizing a new graphical elicitation technique to collect emotional narratives describing disease trajectories. *The Qualitative Report, 16*(2), 596–608.

## References

---

- Tracy, S. J. (2010). Qualitative quality: Eight “Big-Tent” criteria for excellent qualitative research. *Qualitative Inquiry*, 16(10), 837–851. doi:10.1177/1077800410383121
- Trochim, W. (2006). *Research methods knowledge base*. Retrieved August 6, 2009, from <http://trochim.human.cornell.edu/kb/index.htm>
- Ueda, Y., & Nojima, M. (2011). Effect of dispositional factors on perception of text messaging by cell phone. *Interdisciplinary Journal of Contemporary Research in Business*, 3(6), 606–614.
- U.S. Department of Health and Human Services. (2010). Protection of human subjects. In U.S. Department of Health and Human Services, *Code of federal regulations* (Title 45, Part 46). Washington, DC: Government Printing Office. Retrieved from <http://www.hhs.gov/ohrp/humansubjects/guidance/45cfr46.html>
- U.S. Department of Health and Human Services. (2013). Protection of human subjects. In U.S. Department of Health and Human Services, *Code of federal regulations* (Title 21, Part 50). Washington, DC: Government Printing Office. Retrieved from <http://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfcfr/CFRSearch.cfm?CFRPart=50>
- Valenta, A. L., & Wiggerand, U. (1997). Q methodology: Definition and application in health care informatics. *Journal for the American Medical Informatics Association*, 6(6), 501–510.
- VanDeVen, A. H. (2007). *Engaged scholarship*. Oxford, UK: Oxford University Press.
- Varnhagen, C. K., McFall, G. P., Pugh, N., Routledge, L., Sumida-MacDonald, H., & Kwong, T. E. (2010). Lol: New language and spelling in instant messaging. *Reading and Writing*, 23(6), 719–733.
- Velasquez, M., Moberg, D., Meyer, M. J., Shanks, T., McLean, M. R., DeCosse, D., et al. (2008). *A framework for thinking ethically*. Retrieved August 31, 2008, from <http://www.scu.edu/ethics/practicing/decision/framework.html>
- Waldron, J. (2013). YouTube, fanvids, forums, vlogs and blogs: Informal music learning in a convergent on- and offline music community. *International Journal of Music Education*, 31(1), 91–105. doi:10.1177/0255761411434861
- Walsh, M. (2003). Teaching qualitative analysis using QSR NVivo. *The Qualitative Report*, 8(2), 251–256.
- Walther, J. (1999). *Research ethics in Internet-enabled research: Human subjects issues and methodological myopia*. Retrieved December 10, 2003, from [http://www.nyu.edu/projects/nissenbaum/ethics\\_wal\\_full.html](http://www.nyu.edu/projects/nissenbaum/ethics_wal_full.html)
- Walther, J. B., Loh, T., & Granka, L. (2005). Let me count the ways: The interchange of verbal and nonverbal cues in computer-mediated and face-to-face affinity. *Journal of Language and Social Psychology*, 24(1), 36–65.
- Webb, B., & Webb, S. (1932). *Methods of social study*. London: Longmans, Green.
- Wegerif, R. (1998). The social dimension of asynchronous learning networks. *Journal of the Asynchronous Learning Networks*, 2(1). Retrieved from <http://sloanconsortium.org/jaln/v2n1/social-dimension-asynchronous-learning-networks>
- Wegge, J. (2006). Communication via videoconference: Emotional and cognitive consequences of affective personality dispositions, seeing one's own picture, and disturbing events. *Human-Computer Interaction*, 21, 273–318.
- Weiss, R. S. (1994). *Learning from strangers: The art and method of qualitative interview studies*. New York: Free Press.

- Wigmore, I., & Howard, A. B. (2009). *Whatis.com: The leading IT encyclopedia and learning center*. Retrieved August 6, 2009, from <http://whatis.techtarget.com>
- Wiles, R. (2013). *What are qualitative research ethics?* London: Bloomsbury Academic.
- Williams, M. (2007). Avatar watching: Participant observation in graphical online environments. *Qualitative Research*, 7(1), 5–24.
- Wilmot, A. (2008). *Designing sampling strategies for qualitative social research*. Newport, UK: Office for National Statistics.
- Wilson, L. A. (2009). Collaboration in the service of knowledge co-creation for environmental outcomes, science and public policy. In J. E. Salmons & L. A. Wilson (Eds.), *Handbook of research on electronic collaboration and organizational synergy* (pp. 599–614). Hershey, PA: Information Science Reference.
- Wortham, J. (2013, March 10). Online emotions, in hundreds of new flavors. *New York Times*. Retrieved from [http://www.nytimes.com/2013/03/10/technology/sticker-apps-adding-more-variety-to-the-emoticon-world.html?\\_r=0](http://www.nytimes.com/2013/03/10/technology/sticker-apps-adding-more-variety-to-the-emoticon-world.html?_r=0)
- Xiong, G., & Bharadwaj, S. (2011). Social capital of young technology firms and their IPO values: The complementary role of relevant absorptive capacity. *Journal of Marketing*, 75(6), 87–104. doi:10.1509/jmkg.75.6.87
- Xu, Y. (2011). How important are entrepreneurial social capital and knowledge structure in new venture innovation? *Journal of Management Policy and Practice*, 12(5), 11–24.
- Yin, R. K. (2009). *Case study research: Design and methods* (4th ed.). Thousand Oaks, CA: Sage.
- Yin, R. K. (2011). *Qualitative research from start to finish*. New York: Guilford Press.
- Yin, R. K. (2014). *Case study research: Design and methods* (5th ed.). Thousand Oaks, CA: Sage.
- Yoshikawa, H., Weisner, T. S., Kalil, A., & Way, N. (2008). Mixing qualitative and quantitative research in developmental science: Uses and methodological choices. *Developmental Psychology*, 44(2), 344–354.
- Yu, C.-S., & Tao, Y.-H. (2009). Understanding business-level innovation technology adoption. *Technovation*, 29(2), 92–109. doi:10.1016/j.technovation.2008.07.007
- Yuzar, T. V. (2007). Generating virtual eye contacts through online synchronous communications in virtual classroom applications. *Turkish Online Journal of Distance Education*, 8(1), 43–54.
- Zalta, E. N. (2008). *Stanford encyclopedia of philosophy*. Retrieved August 31, 2008, from <http://plato.stanford.edu/>