

Collaborative software: Keeping the GROUP Together When Using Groupware

Leslie Keeler
Karen Rankin
Distance Learning & Outreach
Auburn University
United States
lak0007@auburn.edu
rankinka@auburn.edu

Abstract: This best practice session is about how the use of Groupware is helping Distance Education grow at Auburn University. Computer-mediated communication. Multi-modal collaboration. Groupware. Maneuvering through the lingo or terminology and trying to define Groupware is difficult for one person. If you put 'human' in front of any of the previous three terms and add more people trying to define Groupware can just add to the confusion. The mystery deepens when using the different software programs to try to 'simplify' a business or work-related process. The confusion is intensified or especially true when developing distance learning courses at any higher education institution. At Auburn University, Groupware has helped our team in Distance Learning & Outreach build a quality distance learning process by defining roles and responsibilities. More importantly, Groupware has led to a 'people-centered' approach toward distance learning courses at Auburn, thus creating better outcomes for the face of Distance Learning to the student.