Academy for Community College Leadership and Advancement, Innovation, and Modeling (ACCLAIM), 75
action research, 112
Adler, Paul, 105, 111–112, 114
Air Force Institute of Technology, 179
Albany College of Pharmacy, 243
Alliance for Computers and Writing (ACW), 29
Almasy, Rudolph, 131
Amato, Joe, 25, 30–31
American Sign Language, 230
Amherst College, 120–121
Amiran, Minda Rae, 48
Andrews, Deborah, 227
Anthony, Tobin, 94, 97
Apple, F.S., 121
Arden, Eugene, 76
Arnold, H.J., 122
artificial intelligence, 180, 182
Assembly for Computers in English (ACE), 173–174, 218, 221–223, 226, 228–230, 242
audience, xvii–xviii, 51, 94, 113
Bailey, J.O., 124
Baker, Tracey, 178
Baldwin, Beth, 29–30, 34–37, 42
Balkema, Sandra, 227
Ball State University, 177
Beason, Larry, 62
Beck, Charles, 179
Beginner's Guide to HTML, A, 83
behaviorism/behavioral psychology, 124–127, 131
Belenky, Mary, 37
Bell, Jim, 179
Bemidji State University, 199–200
Berlin, James, xvi,
Berta, Renee, 180
Bloom's Taxonomy, 160
Blumenthal, Joseph, 127, 129
Blythe, Stuart, v, xxi–xxii, 23–24, 103, 179, 190, 192, 218, 223–224, 242
Bødker, Susanne, 111
Bonwell, Chuck, vii
Book Report, 223
Brannon, Lil, 131
Brigham Young University, 173
Hawaii Campus, 197
Brown, Alan, 180
browsers (see, Computer, search engines/web browsers)
Bruffee, Kenneth, 179
Bryant, Jim, 223
Burlington (IA) Community High School, 142–145, 245
Burns, Hugh, 173, 176
Bush, Jonathan, 221
Business Communication Quarterly, 227
CAI (see, Computer, assisted instruction)
California State University of Los Angeles, 201–202
California University of Pennsylvania, 201
Camp, Roberta, 44
Campbell, Elizabeth, 124
Campbell, John, 220
Carino, Peter, vi, xii, xvi–xvii, xix, xxvi, 120–122, 171, 242
Carter, Deborah, 76
Certeau, Michel de, 89–90
Chappell, Virginia, xiv, 187–188, 226
Chase, Geoffrey, 190
Chronicle of Higher Education, 71
Clark, Irene, 183, 192, 224, 226
classroom instruction, xiii
automated, 128
drill-and-practice, 119, 121–124, 126, 128, 130, 134–135, 158, 173, 176
lecture and recitation, 120, 125, 127, 129–131, 133
self, 135
paperless, 93
Clearing House, The, 228
Colby, Elbridge, 121
Colgate University, 244
College Composition and Communication (CCC), 127, 130, 178, 217
College English (CE), 124, 128, 224
College Reading and Learning Association, 158
College Teachers of English of Texas, 131
Collins, Paul, 224
Colorado State University, 189, 202–203, 222
community college, x–xi, 75–84, 151–162, 188–189, 221, 223
Community College of Baltimore, 130
collaboration
computer assisted, xv, 171, 173
College Composition and Communication (CCC), 127, 130, 178, 217
College English (CE), 124, 128, 224
College Reading and Learning Association, 158
College Teachers of English of Texas, 131
Collins, Paul, 224
Colorado State University, 189, 202–203, 222
community college, x–xi, 75–84, 151–162, 188–189, 221, 223
Community College of Baltimore, 130
composition
computer assisted, xv, 171, 173
College Composition and Communication (CCC), 127, 130, 178, 217
College English (CE), 124, 128, 224
College Reading and Learning Association, 158
College Teachers of English of Texas, 131
Collins, Paul, 224
Colorado State University, 189, 202–203, 222
community college, x–xi, 75–84, 151–162, 188–189, 221, 223
Community College of Baltimore, 130
composition
computer assisted, xv, 171, 173
College Composition and Communication (CCC), 127, 130, 178, 217
College English (CE), 124, 128, 224
College Reading and Learning Association, 158
College Teachers of English of Texas, 131
Collins, Paul, 224
Colorado State University, 189, 202–203, 222
community college, x–xi, 75–84, 151–162, 188–189, 221, 223
Community College of Baltimore, 130
composition
computer assisted, xv, 171, 173
College Composition and Communication (CCC), 127, 130, 178, 217
College English (CE), 124, 128, 224
College Reading and Learning Association, 158
College Teachers of English of Texas, 131
Collins, Paul, 224
Colorado State University, 189, 202–203, 222
community college, x–xi, 75–84, 151–162, 188–189, 221, 223
Community College of Baltimore, 130
composition
computer assisted, xv, 171, 173
College Composition and Communication (CCC), 127, 130, 178, 217
College English (CE), 124, 128, 224
College Reading and Learning Association, 158
College Teachers of English of Texas, 131
Collins, Paul, 224
Colorado State University, 189, 202–203, 222
community college, x–xi, 75–84, 151–162, 188–189, 221, 223
Community College of Baltimore, 130
composition
computer assisted, xv, 171, 173
College Composition and Communication (CCC), 127, 130, 178, 217
College English (CE), 124, 128, 224
College Reading and Learning Association, 158
College Teachers of English of Texas, 131
Collins, Paul, 224
Colorado State University, 189, 202–203, 222
community college, x–xi, 75–84, 151–162, 188–189, 221, 223
Community College of Baltimore, 130
composition
computer assisted, xv, 171, 173
College Composition and Communication (CCC), 127, 130, 178, 217
College English (CE), 124, 128, 224
College Reading and Learning Association, 158
College Teachers of English of Texas, 131
Collins, Paul, 224
Colorado State University, 189, 202–203, 222
community college, x–xi, 75–84, 151–162, 188–189, 221, 223
Community College of Baltimore, 130
composition
computer assisted, xv, 171, 173
Daedalus, 47–50, 54–57, 59
Editor, 158
Elements of Style, 158
Ellis, 157–158
Enhanced CuSee-Me, 109–110, 114
Eudora, 147–148
Excel, 146, 158
File Transfer Protocol (FTP), 78, 95, 100
Gopher, xviii, 77
Grammatik, 158
Guides, 157–158
HBJ Writer, 181
Homer, 178, 180
HyperStudio, 144
HyperText, 144
Internet Explorer, 147, 163
Internet Protocol (IP), 98–99
Internet Relay Chat (IRC), 96, 100
Leading Edge Writer, 163
Learning Plus, 158
MicroLab, 155, 158
Microsoft Exchange, 158
Microsoft Scheduler, 158
Netscape/Netscape Gold, 146, 158, 163
Netscape Communicator, 107
Office 97, 147
Perfect Copy, 158
Pine, 158
PLATO, 173, 176
PowerPoint, 144, 157–158
Que Intellectual, 158
Scribo, 219
SkillsBank, 135
SLIP, 99
Telnet, 78
TICCIT, 173, 176
The Toolbox, 219
Toefl, 158
Topoi, 173, 176
Transmission Control Protocol (TCP), 98–99
Tutor Tapes, 158
WANDAH, 171, 176, 180–181
Webchat, 74
Web Wizard, 158
Windows/Win95/Win97, 146, 157–158, 162
Word, 146, 163
Word 97, 147
WordPerfect, 154, 157–158, 163
Wordstar, 163
Wordsworth, 171, 180
Computer in Composition: A Writer’s Tool, The, 174, 179
Computers and Composition, vii, x–xi, 174, 186, 217, 222, 224–226, 228–230
Computers and Writing Conference, 174
Computers in the English Classroom: A Primer for Teachers, 174
Conference on College Composition and Communication (CCCC), xv, 124, 127, 130, 173–174
Conklin, F.R., 123
Coogan, David, v, xiv, xxiii, 25, 103, 187, 217, 224, 227, 242
Cooper, Marilyn, 224
cost analysis, xxiv,
critical thinking, xvii–xviii, 53, 56, 160
critical reading, 49
critical reflection, 103–104, 112
Croft, Mary, 176
Crump, Eric, xiv, 185, 211, 218–219
Cuban, Larry, 120
Cullen, Roxanne, 227
cultural studies, 174–175, 182
Current Traditional Rhetoric, xvii, 173, 175–179
Daiute, Collette, 93, 178
Dakota State University, 221
Denny, Erin, 224
Designated Technology Facilitators (DFTs), 146
disabilities, xviii, 67, 160
discourse analysis, xxiii,
discourse communities, xvii–xviii,
distance education/learning, xviii, xxi, 159, 183, 192
Dorough, C. Dwight, 129
Douglas, Michael, 220
Dreyfus, Hubert, 179–180, 182
Duin, Ann Hill, 103, 113
Dykeman, John, 95
homepage, x, 45, 85, 97, 168, 186
Homme, Lloyd, 126
Hunt, Russell, 29–30
Huntley, John, 127–128
hypertext, (see, Computer, languages)
Illinois Institute of Technology, 25, 242
Indiana State University, 242
Indiana University Bloomington, 70, 74
  Campuswide Writing Program, 70, 74
individualized instruction, xvii, 93,
  123–124, 126
Infobahn, 190, 192
internet, vii, 77, 79, 83, 90, 93, 98, 99, 144,
  149, 153, 162, 167, 174, 189
  access to, xi–xii, 68, 78, 84, 93, 140, 159
  intranet, 63, 66, 74, 97, 85–102
Iowa State College/University, 124, 177
Ironwood Junior College, 121
Japan, 182
Johanek, Cindy, xiv, 187–188, 227
Johnson, Beatrice, 177
Johnson County Community College
  (JCCC), 151–162, 244
Johnson, Paul, 23, 225
Johnson-Eiola, John, 71
Jordan, Jeanette, vi, xviii, 137–138,
  146–149, 243
Jordan–Henley, Jennifer, xiv, 103, 188–189,
  207, 221, 228
Journal of Developmental Education, 220
Joyce, James, 191
Kairos, xi, 222, 224–225, 229
Kaplan, Jonas, 45
Kearcher, Kurt, v, xx, 85, 243
Kemp, Fred, 181, 216, 227
Key, Francis, 177
Keifer, Kathleen, 189
Kiefer, Kate, 223
Kinkead, Joyce, xiv, xviii, 103, 171, 183,
  187, 219–220, 228, 244
Kinneavy, James, 65
Kimball, Sarah, v, 62, 222, 225, 243
Kirkpatrick, Carolyn, 132, 178
Klem, Elizabeth, 228
Kock, Christian, 219
Kuhn, Thomas, 178
laboratory approach/writing lab approach,
  119–124, 130
Landmark Essays, 171
Landow, George, 93–94
Langston, Camille, 222
Lanham, Richard, 178
Larkin, Greg, 220
Lasarenko, Jane, 220
Law, Joe, vii, x, 218, 245
learning community, 90
LeBlanc, Paul, 138, 173, 175–176, 178–179,
  81–182, 185
Leff, Linda, 229
Lerner, Neal, vi, 119, 244
Levine, Denise, 44
Lewis, Frances, 120
Leydens, Jon, 222
lists/listserv, (see, Computer, mediated
  communication)
literacy, xii–xiii, xvi, xxv, 36, 69, 94, 97, 101,
  103, 137, 148, 174, 183, 191–192
Littleton, Bonnie, 229
Litton, Guy, 221
Liu, Min-zhan, 193
Luchte, Jeanne, 181, 216, 229
L’Université D’Ottawa, 211
Lunsford, Andrea, xvii, xix, 28, 187
Maid, Barry, xiv, 103, 188–189, 228
mailto/mailform, 4, 8, 11, 67, 71
Mallam, Duncan, 124
Marshall, Richard, 179
Mason, Richard, 220
Massachusetts College of Pharmacy and
  Allied Health Sciences, 244
McCallie School, The, 145–149, 242
McDonal, Carla, vii, xxvi
McGee, Tim, 221
McGrath, Dennis, 76
McGraw-Hill, 135
McKenzie, Lee, 219
McLuhan, Marshall, 188
Medsker, Leland, 76
Megabyte University, 186
mentoring, 27
Meyer, Emily, 227
Meyer, Paul, 186
Miami Dade Community College, 154
Miami University of Ohio, 122
Michigan State University, 197, 204
Michigan Technological University, xx, 178
Midwest Writing Centers Association, 176, 178
Mills-Court, Karen, 48
Mitchell, Margaret, 226
Mohr, Ellen, vi, xix–xx, 151, 244
MONDO 2,000 Users Guide to the New Edge, 191
Monroe, Barbara, v, xx, xxiii, 3, 46, 244
Montague, Marjorie, 93
MOO/MUD, (see, Computer, environments)
Moody, Susan, 229
Moore, Dennis, 178
Moore, Robert, 124
Morgan, M.C., 229
Morrison, Toni, 191
Morton, F. Rand, 128–129
Mullin, Joan, 86, 217, 220, 242–243
Murphy, Christina, vii, x, xvii, xix, 111, 218, 243, 245
Murray, Donald, 175

National Association of Independent Schools, 145
National Center for Supercomputing Applications, 83
National Council of Teachers of English (NCTE), xv, 122, 143, 174, 179, 242
National Directory of Writing Centers, 185
National Writing Centers Association (NWCA), xv, 59, 153, 159, 197, 215, 242–243
natural language processing, 181, 185
Nelson, Jane, 222
networks, (see, Computer, networks)
Neuleib, Janice, xxii, 177
Nielsen, Jakob, 106, 110, 113
North, Stephen, xxii, 51, 111, 179, 224
Northern Arizona University, 220
Northern Illinois University, 62, 69–70
North Shore Writing Center Consortium, 138, 243
Northwestern State University of Louisiana, vii, 245
Northwest Ohio Writing Education Consortium, 86

Norton, Don, 176
Noyes, E.S., 126
Olson, Gary, 132
online tutoring, (see, tutoring)
Online Writery, 211
Otterbein, Leo, 130
Owens Community College, 243

Palmer, James, 76
Palmquist, Mike, 222–223
paralinguistic cues, xxiii, 114, 188
Park College, 124
Partenheimer, David, 181
participatory design movement, 111
Payne, Don, 177–178
peer feedback, xvii, 76, 91
peer relationship, 8
peer tutoring, (see, tutoring)
Pegg, Bruce, vi, xi, xvii, 83, 244
Pemberton, Michael, vii, 186–188, 222
Perrin, Porter, 122
Petit, Angela, 193
Pitel, Vonna, 223
plagiarism, 190
Polytechnic University of New York, 134
portfolios, 44, 64
Postman, Neil, xii, 171, 178–179
primary school, 91
Proceedings of the Writing Center Fifth Annual Conference, 176
programmed instruction/learning, 124–132, 134–136
Project Synergy, 154
Purdue University, 78, 104, 190, 205, 217, 227, 242
real-time chat, 77, 173
Red Bank Regional High School (NJ), 145, 242
reflective practitioners, 44–61, 105
Reiss, Donna, 221
Reno, Steve, 146
research methods, xxii–xxiii, 104–110
Resnick, Lauren, 126
Rickly, Rebecca, v, xiv, xx, 44, 187–188, 223, 227, 244
Rienecker, Lotte, 219
Riley, Terrance, 171
Roane State Community College, 206
Rodrigues, Dawn, 189, 223
Rothwell, Kenneth, 128
Rowland, Devra, 128
Royer, Robert, 179, 218
Rubin, Jeffrey, 112
Salt Lake Community College (SLCC), 75–84, 152–153, 204, 242
Scharton, Maurice, 182–185, 229
Schön, Donald, 44, 105
Schramm, Wilbur, 125
Schwartz, Helen, 94
Selber, Stuart, 71
Selje, Richard, xi–xii, 105, 226
Severino, Carol, xxii
Shapiro, Martin, 129
Shuman, R. Baird, 243
B. F., 124–128, 136
Strickland, James, 226
Stark, Meritt, 135
Stay, Byron, 243
Stibrany, John, 179
Swartz, Patti Chapel, 230
Tabor, Julian, 126
Tuman, Myron, 94
Tutor training, xvii, 3, 44–61, 159, 171, 188
Tutoring, 27
autotutorial, 128, 130–132, 135, 177, 179, 216
online/virtual, xv–xvi, xviii, xxi, xxiii, 3–24, 25–61, 84, 183, 188–189, 219, 225
analysis of, xxiii, 3–24
asynchronous, xxiv, 48
cybertutors, 60, 188–189, 223
genre, 3, 7
peer, 53, 59, 189, 191
procedure for, 4
structure of, 7, 11–23

Sacks, Peter, 151
Salt Lake Community College (SLCC), 75–84, 152–153, 204, 242
Selfe, Cynthia, xiii–xiv, xxv, 95, 103, 105
Selfe, Richard, xi–xii, 105, 226
Selje, Richard, xi–xii, 105, 226
Selje, Cynthia, xiii–xiv, xxv, 95, 103, 105
Selje, Richard, xi–xii, 105, 226
Severino, Carol, xxii
Shapiro, Martin, 129
Sherwood, Steve, vi–vii, x, 216, 245
Shuman, R. Baird, 243
Simon, Charles, 129
Simons, Susan, 186, 223, 229
Simpson, Jeanne, 180
SkillsBank Corp., 135
Skinner, B. F., 124–128, 136
Smith, Gordon, 24
Smith, Louis, 227
Smith, Ray, 70
Snow, Stu, 138
social construction/social pedagogy, xiv, xix, 47, 112–113, 174, 181–184, 191, 217
software, (see, Computer, software)
South Central Writing Centers Association, 245
Southern Association of Colleges and Schools, 145
Southwell, Michael, 132, 178–179
Spear, Martin, 76
Spencer, Richard, 127
Spooner, Michael, xviii, 25, 28, 35, 193, 219
Stark, Meritt, 135
Stay, Byron, 243
Stibrany, John, 179
Strickland, James, 226
Stroh, Jeanne, 223
Suchman, Lucille, 105, 113
Taber, Julian, 126
Taylor, Michael, 90
Teaching machines, 119, 124–125, 128, 130
Technology, 26, 62
access to, xv, 159
audio, 95, 132
educational/instructional, x, 119–120, 163, 169
film/filmstrips, 120, 132
large bandwidth, 96
lure of, 120, 135, 164
video, 95, 167
Texas Christian University, 245
Texas Tech University, 244
Thompson, John, 83–84
Tidewater Community College, 221
Tomlinson, Barbara, 131
Trowbridge, Dave, 91
Tuman, Myron, 94
Tutor training, xvii, 3, 44–61, 159, 171, 188
Tutoring, 27
autotutorial, 128, 130–132, 135, 177, 179, 216
online/virtual, xv–xvi, xviii, xxi, xxiii, 3–24, 25–61, 84, 183, 188–189, 219, 225
analysis of, xxiii, 3–24
asynchronous, xxiv, 48
cybertutors, 60, 188–189, 223
genre, 3, 7
peer, 53, 59, 189, 191
procedure for, 4
structure of, 7, 11–23
successful, xxiii
synchronous, xxiv, 48, 103

*Tutoring Writing: A Sourcebook for Writing Labs*, 175–176

university/college, x, xxiv, 44, 46, 99, 123–124
mission, 164

University of
  Arkansas–Little Rock, 207
  Florida, 121
  Georgia, 207–208
  Houston, 128–129
  Illinois, 173
  Kansas, 62, 70
  Maine, 197
  Michigan, xix, 45–61, 84, 120, 244–245
  Minnesota, 121, 207
  Missouri, 211
  North Carolina, 124
  Richmond, 197, 212
  Tennessee–Chattanooga, 146
  Texas–Austin, 62–74, 209, 222, 243
  Wisconsin–Madison, 213
  Upton, James, vi, xviii, 137–138, 146, 149–150, 245
usability research, xxi, 103–116
Utah State University, 217

Vasile, Kathy, 186
Vaughn, George, 75–76, 83
Veit, Richard, 216, 226
video conferencing, xxi

Wagner, Daniel, 101
Walhstrom, Billie, 173
Waldo, Mark, 135
Wallace, Bob, 95–96
Wallace, Ray, vi–vii, xvi–xvii, xxvi, 163, 180, 245
Wambeam, Cynthia, 222
Washington State University, 213
Way, Robert, 24
Wayne University, 124
Wcenter, x, 59, 134, 185, 218
webmaster, (see, network systems administrator)
Weizenbaum, Joseph, 179–181, 193
Western Governors University, 192
Western Kentucky University, 242
West Virginia University Writing Laboratory, 131
*What Computers Can’t Do*, 180
*What Computers Still Can’t Do*, 180
Wheall, Susan, 178
WhitePine, 110, 114
Wilderman, Marion, 24
Wilkes University, 214
Wildey, Malcolm, 121
Williams, Paula, 138
Winograd, Terry, 105, 111–112, 114
Wise, J. Hooper, 121
Wood, Gail, 230
word processing, 92–93, 156, 165, 176–177, 216, 219

World War II, 124
World Wide Web (WWW or Web), ix, xiii, xxiv, 45, 57, 62, 70, 72, 74, 84, 88, 92, 95, 100, 103, 109, 165, 183, 185, 192, 217
Wresch, William, 173, 178–179
Wright State University, vii
writing
  writers block, 93
  co-writing, 27
  collaborative, 30, 149–150
  community, 90–92, 94–95, 101, 224
  computer mediated/assisted, xiv, 85–102, 154, 167
  online, xiv, 47, 75
  paperless classroom, 92
  process/process pedagogy, xiii, xvii, 64, 86–88, 90–93, 103, 130, 144, 153, 170, 173, 176–179, 181, 183, 216
  recursiveness, 181
  social activity, 126
  to-learn, 146
  writing intensive courses, 62, 65, 67, 71
writing across the curriculum (WAC), 53, 56, 62–74, 137–139, 149, 158, 164, 189, 223, 227
writing center
  future of, xiii, xvi, xxv
  grammar hotline, 146, 153, 159, 166
  mission, xiv–xv, xxiv, 143, 153, 164, 216, 218, 222, 225
  obsolescence, xvi, xxv, 189
online (OWL), x–xii, xiv–xix, xxii, xxv–xxvi, 3–24, 44–61, 75–84, 141–142, 149, 168, 171, 173, 180, 185, 193, 217
outreach, 62–74, 78
tutorless, 120
“wired”, x–xi, xiii, xiv, xix, xxi, xxv, 163
Writing Center: New Directions, The, 180
Writing Centers: An Annotated Bibliography, vii, x, 218
Writing Centers Association (now ECWCA), 176
Writing Centers in Context, 189, 220
Writing Centers: Theory and Administration, 132
Writing Lab Directory, 176
Writing Lab Newsletter, x–xi, 176, 179–180, 183, 185, 216–220, 226, 228–229
Yale C/AIM Web Style Guide, 66, 74
Yancey, Kathleen Blake, 25, 28, 35
York College of City University of New York (CUNY), 132–133
Young, Art, 242
Zeni, Jane, 104, 112
Zimmerman, Donald, 223
ZooMoo, 211