

HANDWRITTEN SUBMISSIONS ARE NOT ACCEPTED



REQUEST FOR IRB REVIEW FORM

- The USM Assurance for the protection of human subjects prohibits the start of any research, including recruitment of subjects or advertising that has not been reviewed and approved by the IRB.
- The Primary Investigator, all key personnel, including Faculty Advisors, must complete the NIH Training module.

Instructions: #1, #2, #3 - Required Information

1. Study/Protocol Title

Assessment of TNGenWeb Project Mission Statement

2. Principal Investigator Information

Name of Principal Investigator:	(Ms.) Billie R. McNamara	Are You? (Please check)	
		<input type="checkbox"/>	Faculty
USM Mailing Address*:	P. O. Box 6764, Knoxville, TN 37914-0764 USA	<input type="checkbox"/>	Staff
		<input type="checkbox"/>	Undergraduate Student
USM Department*:	HRD/Adult Education	<input checked="" type="checkbox"/>	Graduate Student
		<input type="checkbox"/>	Postdoctoral fellow
E-mail address:	billie.mcnamara@maine.edu	<input type="checkbox"/>	Other
*If External Review, please use appropriate address.			
Phone Number:	865-898-4940	Fax:	

3. Funding. Please submit a complete copy of funding proposal including grant face page:

<input type="checkbox"/>	Federal, Health and Human Services (ACF, AoA, AHRQ, ATSDR, CDC, CME, CMS, FDA, HRSA, IHS, NIH, PSC, SAMHSA)
<input type="checkbox"/>	Federal, other (DoD, DoE, ED, EPA, DoJ)
<input type="checkbox"/>	State of Maine (all agencies)
<input type="checkbox"/>	University of Southern Maine (Faculty Senate Grant, CONHP Award, etc.)
<input type="checkbox"/>	Other/ Private (Please specify)
<input checked="" type="checkbox"/>	Not Funded

4. General Study Information:

<i>Special Study Populations (check if applicable)</i>		<i>Estimated Project Duration (enter dates)</i>	
<input type="checkbox"/>	Minors (under 18)	Start Date:	15 March 2008
<input type="checkbox"/>	Pregnant Women	Completion Date:	20 April 2008
<input type="checkbox"/>	Prisoners		
<input type="checkbox"/>	Physically or mentally challenged	<i>Why is this research being conducted? (please check)</i>	
<input type="checkbox"/>	Diminished capacity to give informed consent	<input type="checkbox"/>	Masters thesis
		<input type="checkbox"/>	Doctoral Dissertation
		<input checked="" type="checkbox"/>	Other – HRD 667 Action Research course requirement
<i>Subjects (enter number)</i>			
5	# females	<i>Will subjects be compensated?(please check)</i>	
5	# males	<input checked="" type="checkbox"/>	No
		<input type="checkbox"/>	Yes (what type?)
<i>Subject Age (please check)</i>			
<input type="checkbox"/>	0-7 (parental permission and oral child assent)		
<input type="checkbox"/>	8-17 (parental permission and child assent)		
<input checked="" type="checkbox"/>	18-65		
<input checked="" type="checkbox"/>	65+		

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5. **Research Proposal Summary:** Please attach a brief summary (2-3 pages maximum) of your research proposal. Be sure to include copies of the instruments used for data collection such as questionnaires and consent forms. Use the headings listed below and provide as a separate document, labeled as Research Proposal Summary.

A. Introduction
B. Specific Aims
C. Methods of Data Collection and Analysis (Qualitative and Quantitative)
D. Description of the subject population, research setting, subject recruitment procedures
E. Informed consent procedure
F. Provisions for subject and data confidentiality
G. Statement of potential research risks to subjects (e.g. breach of confidentiality, treatment complications)
H. Statement of potential research benefits to subjects (Monetary compensation is <u>not</u> a benefit of participation)
I. Investigator experience - Attach a current copy of your C.V. or resume. We do not keep copies on file.

The following is MANDATORY:

6. Does this study involve any of the following procedures? (Check all that apply)

Yes	No	
	X	Deception or Punishment
	X	Use of drugs
	X	Covert observation
	X	Induction of mental and/or physical stress
	X	Procedures which may risk physical/mental (circle one) harm to the subject
	X	Materials/issues commonly regarded as socially unacceptable
	X	Information relating to sexual attitudes, preferences, or practices
	X	Information relating to the use of alcohol, drugs or other addictive products
	X	Information pertaining to illegal conduct.
	X	Genetic information
	X	Information normally recorded in a patient's medical record, and the disclosure of which could reasonably lead to social stigmatization or discrimination.
	X	Information pertaining to an individual's psychological well being or mental health.
	X	Information that if released could reasonably damage an individual's financial standing, employability, or reputation within the community.
	X	Procedures that might be regarded as an invasion of privacy.

- 6A. For each item checked YES in question 6, please justify the necessity for it in your research proposal summary. Describe the precautions that will be taken to minimize risk (attach additional sheets if necessary).

(cell will expand)

7. If the study involves deception or intervention (behavioral or biological), when and how will the subjects be debriefed? Attach a copy of the debriefing script or letter

(cell will expand)

8. Will any data be gathered with audio and/or visual recording devices? (Please check)

Yes	No
	X

If YES, how will the security of the materials produced by such devices be protected?
State when the materials will be destroyed.

(cell will expand)

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9. Per federal regulations *written and signed* informed consent are required unless an alteration or waiver is justifiable. For information on the required elements of informed consent, please visit: http://www.usm.maine.edu/orc/irb/invest_vi.htm#vib

For the IRB to consider an alteration or waiver of the required elements of informed consent, one of the following must apply in accordance with 45 CFR 46.117 (C)

(1) That the only record linking the subject and the research would be the consent document and the principal risk would be potential harm resulting from a breach of confidentiality. Each subject will be asked whether the subject wants documentation linking the subject with the research, and the subject's wishes will govern; OR

(2) That the research presents no more than minimal risk of harm to subjects and involves no procedures for which written consent is normally required outside of the research context.

All of the following must also apply for an alteration or waiver to be granted (45 CFR 46.116 (d))

- (1) the research involves no more than minimal risk to the subjects.
- (2) the waiver or alteration will not adversely affect the rights and welfare of the subjects
- (3) the research could not practicably be carried out without the waiver or alteration;
- (4) whenever appropriate, the subjects will be provided with additional pertinent information after participation.

(Examples of protocols in which alterations or waivers are most commonly approved include on-line, telephone, and anonymous mail surveys and analyses of pre-existing data sets.)

9A. Are you requesting an alteration or waiver? (Please Check)

<input type="checkbox"/>	Yes*	<input type="checkbox"/>	No
<input type="checkbox"/>		<input checked="" type="checkbox"/>	X

*If YES, provide a justification statement, in which you describe EITHER why informed consent *must* be altered or waived for this research to be conducted OR why the requirement to obtain a signature on the consent form *must* be waived for this research to be conducted.

(Cell will expand)

10. Will you be obtaining consent from non-English speaking subjects?
(Please Check)

<input type="checkbox"/>	*Yes	<input type="checkbox"/>	No
<input type="checkbox"/>		<input checked="" type="checkbox"/>	X

*If YES, you must provide a copy of the translated consent document(s) with this application.
Describe how the consent will be translated, as well as the language and cultural expertise of the investigators.

(Cell will Expand)

11. Provide a copy of the written consent form.

Sample consent forms are available at: http://www.usm.maine.edu/orc/irb/sample_forms.htm

Write in second person and use at least a 12-point font. Avoid using jargon and technical terms. Write at an sixth to eighth grade reading level depending upon reading level of prospective subjects. *Note: each subject must be provided with a copy of the consent form.*

12. Provide a list of the names of key personnel handling or collecting data (e.g., PI, Co-PI, Research Assistant, etc.).

Please note: Submit NIH certificates for all key personnel with your application.

Billie R. McNamara

13. Do you or any investigator participating in this study have a significant financial interest(s)* in any organization that would reasonably appear to be affected by the outcome of this research? (Please check one)

<input type="checkbox"/>	Yes (See A & B)	<input type="checkbox"/>	No (Go to item #14)
<input type="checkbox"/>		<input checked="" type="checkbox"/>	X

*A financial interest is a "significant financial interest" which must be disclosed if income from one company is expected to exceed \$10,000, or represents 5% or more ownership interest (total ownership interest of the faculty member, spouse and dependent children.)

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- A. Was this interest reported on that individual's most recent conflict of interest disclosure form? (*Please check*)

<input type="checkbox"/>	Yes (See below)	<input type="checkbox"/>	No (Contact IRB Office for more information & see below)
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- B. Please include the following statement in the informed consent document: "Please note that the responsible investigator and/or other members of the research team have a significant financial interest in [choose one: the sponsor of this research OR the product being investigated in this study]"

14. Is the study being conducted at other institutions? (Please check.)

<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No X
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If yes, list Institution names below and attach a copy of the IRB Approval from each other institution

SIGNATURES

Original signatures are required. The application will not be processed until all signatures are obtained.

SIGNATURE OF PRINCIPAL INVESTIGATOR

The undersigned accept(s) responsibility for the study, including adherence to DHHS, FDA, and USM policies regarding protections of the rights and welfare of human subjects participating in this study. In the case of student protocols, the faculty supervisor and the student share responsibility for adherence to policies.

Print Name of Principal Investigator :	Billie R. McNamara	Signature of Principal Investigator :		Date:	06 March 2008
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SIGNATURE OF STUDENT FACULTY MENTOR - REQUIRED FOR STUDENT RESEARCH

By signing this form, the faculty research supervisor attests that (s)he has read the attached protocol submitted for IRB review, and agrees to provide appropriate education and supervision of the student investigator, above.

Print Name of Student Faculty Mentor:		Signature of Student Faculty Mentor :		Date:	
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Please submit materials to:

- A drop box located at entrance to the New Science Wing, Portland Campus
 - Intercampus mail: 178 Science Bldg, Portland Campus
- U.S. Mail: USM, Office of Research Compliance, PO Box 9300, Portland, ME 04104-9300

Questions: 207 780-4268

A. Introduction

The TNGenWeb Project is an on-line consortium of volunteers dedicated to promoting family and local history research and providing resources through the Internet (*i.e.*, Web, e-mail, FTP) and limited printed sources. The not-for-profit TNGenWeb Project began as an affiliate of the USGenWeb Project in June, 1996. I was a founding member of the USGenWeb Project and the founding Coordinator of the TNGenWeb Project.

The USGenWeb Project became organized and adopted by-laws before the year 2000. The organization's current by-laws contain the following statement: "The purpose of this organization shall be to gather genealogical and historical information for free online access by researchers."

Acting as the Coordinator, I created the TNGenWeb Project's original mission statement, which was "To provide the single-best on-line resource for Tennessee genealogy and history research." The mission was never formally codified, and many documents created during the project's genesis apparently no longer exist. Further, no mission statement is currently published on the TNGenWeb Project's Web pages.

Annually, hundreds of thousands of genealogists and historians utilize resources provided by the TNGenWeb Project. As members of the TNGenWeb Project, Web site hosts believe we are achieving the purposes set forth in the foregoing statements. However, one could potentially find a plethora of unique interpretations of the methods and benchmarks of success among members.

A corporation styled TNGenNet, Inc., operates the TNGenWeb Project. TNGenNet, Inc., has no published mission statement that could be applied to the TNGenWeb Project. Under Tennessee's corporation laws, the Board of Directors of TNGenNet, Inc., have responsibility for organizational management and decision-making. I have engaged in preliminary communications with members of the Board.

B. Specific Aims

As the organization's founder, I have an abiding personal interest in TNGenWeb's success. I have remained a volunteer and continue to invest a substantial amount of time and personal resources, which gives me an interest in organization's achievements and public acceptance. Members have come and gone, which is typical of volunteer organizations. The

culture remains mostly the same, but I am not certain the members are aware of the original mission.

I also have a professional interest because the public's perception of TNGenWeb reflects on me as its founder. As a local and family historian, I wish to see that all available resources – regardless of their delivery medium – maintain high standards.

Because of those interests, the specific aim of my proposed research is two-fold: identify and explore components of TNGenWeb's mission and facilitate promulgation of the mission on TNGenWeb's organizational and affiliated Web sites.

C. Methods of Data Collection and Analysis (Qualitative and Quantitative)

This is a qualitative research project.

The first step in ratifying or revising TNGenWeb's mission is determining if the original mission is still recognizable, achievable, and effective. The second step will be formulating a revised mission statement or recommending ratification and publication of the original statement.

Because it is inherently dynamic, a focus group will be an effective tool for this two-step review. Its less-structured format allows a focus group the freedom to "drift," so to speak, and potentially identify issues that may not be obvious as we begin the inquiry process.

Members of the TNGenNet, Inc., Board live all over the United States and do not have funds available for a face-to-face or teleconferenced meeting; therefore, a viable alternative meeting format is necessary. The asynchronous focus group is the method I have chosen. A review of available literature supports the validity and reliability of this methodology and its results.

D. Description of the subject population, research setting, subject recruitment procedures

The research subjects will be members of the Board of Directors of the corporation known as TNGenNet, Inc. I chose the Board instead of the full Project membership for three reasons. The TNGenNet, Inc., Board has

- a statutory responsibility to the corporation and its members; that responsibility extends to operations of the TNGenWeb Project;

- a good mix of long-time and newer organizational members, investors (time and money), commitment levels, and personalities; and,
- the authority to develop policy on behalf of the corporation and the TNGenWeb Project.

Additionally, I have recruited an individual who was *de facto* assistant coordinator early in the Project's development, who is still a member of the project, and who has substantial professional experience in organizational management including participation in scores of focus groups. Although she is not currently a member of the Board, she is highly respected and frequently provides recommendations to the Board.

I have already communicated with members of the TNGenNet, Inc., Board and secured their support for this project. I am not aware of any concerns regarding recruitment or data collection from members of this targeted group of participants.

E. Informed consent procedure

Participants in this research study will receive the consent document identified as "Attachment A." Because this research will be taking place through digital media, each participant will submit an e-mail message to the researcher. The content of the e-mail message will include the participant's full name, physical address, statement of voluntary participation in the research, and acknowledgement of having read and understood the consent document identified as "Attachment A."

F. Provisions for subject and data confidentiality

The message forum used in this study will be placed in a sub-domain of an Internet domain registered to the researcher. Access to the message forum will be through password-protected login. Only study participants and the researcher will have login access. It is possible participants could share their login information with non-participants; however, the study participants are highly experienced in confidential, on-line deliberations. For that reason, I believe the login system is reasonably secure.

While engaged in dialogue, members of focus groups are usually known to each other and are aware their contributions are subject to recording. Messages posted by individual participants in this study will be viewable by all participants.

Once the study is completed, the message forum will be deleted. The researcher will not retain back-up copies. Individual participants could retain copies of messages posted to the forum. However, agreement not to disseminate the messages will be incorporated into the participants' consent.

G. Statement of potential research risks to subjects (e.g. breach of confidentiality, treatment complications)

This study poses minimal risk to participants. A focus group member could become angry or hurt at having his or her input being challenged by other participants. The moderator will work to avoid personal attacks, but participants may still have emotional connections to their points-of-view and become upset if their views aren't widely adopted.

H. Statement of potential research benefits to subjects (Monetary compensation is not a benefit of participation)

The primary benefit of participation in this research for any individual is promotion of the TNGenWeb Project in which each participant is a member. The secondary benefit of participation is identification and publication of a mission statement, which is a core component of the organization known as TNGenNet, Inc.

I. Investigator experience - Attach a current copy of your C.V. or resume. We do not keep copies on file.

See "Attachment B."

Focus Group Outline and Questions

Because this focus group will be engaged through the asynchronous message forum medium, scripts and questioning routes typically associated with focus groups are not applicable. All messages will be available for viewing by all members of the focus group at any time, and conversation may be occasionally recursive, rather than linear. The present focus group comprises a small number of people who are highly experienced at on-line communication, so their dialogue is expected to be fast-paced. The researcher will serve as

facilitator of the dialogue and provide clarifications; however, the facilitator will not engage in the dialogue among focus group members. In place of a traditional focus group script, the researcher has developed the following outline for use in this research.

Introduction: An organization's success or failure is typically measured in terms of its mission statement. From time to time, TNGenWeb volunteers complain about politics and even, recently, about reviewing the project's history. The question "Who are we?" elicits a broad, sometimes argumentative thread of conversation. The primary question the present research seeks to answer is this: Is it time to revise TNGenWeb's mission to reflect the current TNGenWeb organization, or does TNGenWeb need to refocus and "train" its volunteers so they will embrace the original mission?

There is no formula for finding the wording that best expresses the collective intention of the TNGenWeb Project. However, the dialogue that occurs on this focus group's message board over the next few days should aid in answering the primary research question in the preceding paragraph. In order to truly engage in dialogue, each member of the focus group should post an initial response to every question and then post any replies (s)he wishes to others' messages. Please remember this is a dialogue, not a debate, and the goal is to achieve a consensus of opinion that will lead to the creation and promulgation of a mission statement for TNGenWeb.

Opening Questions: Even though you communicate regularly with individuals who share responsibilities for administration of TNGenWeb, you may not be fully aware of the details of others' involvement. Please answer these questions in order to "introduce" yourself.

1. How long have you been a member of TNGenWeb?
2. Why did you join TNGenWeb?
3. Other than Board member, what recognized or unrecognized roles do you fill within TNGenWeb?

Introductory Questions: As we have seen through TN-All discussion list postings, each member of TNGenWeb has an emotional investment in TNGenWeb. Devoting one's emotions, time, intellect, and finances gives meaning to volunteer efforts. Please take some time to consider the following questions and post your responses in order to share your feelings about TNGenWeb.

1. In what TNGenWeb role do you find your deepest commitment, passion, or enjoyment?
2. What is your greatest challenge as a TNGenWeb member?
3. How does your awareness of TNGenWeb's mission and purpose contribute to your level of commitment, passion, enjoyment, and challenge?
4. What do you value about how TNGenWeb accomplishes its tasks?
5. What standards do you think are important about how TNGenWeb does what it does?

Transition Questions: The book *Profiles of Excellence: Achieving Success in the Nonprofit Sector* (Knauff, Berger & Gray; Jossey-Bass; 1991) ranks a clear mission statement Number One in the four primary characteristics of successful organizations.

The mission statement should be a concise statement of business strategy that fits with the organization's vision and is developed from the customer's perspective. The mission should be written in simple terms and answer three questions: *What do we do? How do we do it? For whom do we do it?*

Please consider these points when responding to the following questions:

1. What is the published TNGenWeb mission statement?
2. What, in your own words, is the mission of the TNGenWeb Project?
3. In what ways do you feel TNGenWeb is successful in the context of its published mission?
4. In what ways do you feel TNGenWeb is successful in the context of your definition of its mission?
5. In what ways do you feel TNGenWeb is unsuccessful in the context of your definition of its mission?

Key Questions: Management expert Peter Drucker believes mission statements should contain five elements (revised to apply to TNGenWeb):

- Organization's history – do not depart too radically from the past.
- Current preferences of volunteers and administrators.
- Current market environment – on-line genealogy and history research.

- Organization's resources.
- Organization's core competencies – a critical element.

Please consider these recommendations when responding to the questions that follow.

The Purpose Statement. The first consideration in developing a mission statement is the organization's purpose. The purpose statement clearly states what the organization seeks to accomplish. It answers "Why does this organization exist? What is the ultimate result of our work?" In defining purpose, it is essential to concentrate on outcomes and results rather than methods. Please consider these points when responding to the following questions:

1. What 2-3 words best describe why you believe TNGenWeb exists?
2. In your opinion, what are TNGenWeb's goals?
3. What single word do you believe describes TNGenWeb's focus?
4. How do you believe TNGenWeb is unique from every other on-line genealogy resource?
5. In your opinion, for whose benefit does TNGenWeb exist?
6. How would you weave your answers to the preceding questions into a sentence using very simple, clear, non-technical terms that anyone could understand?

The Business Statement. The second consideration in developing a mission statement is the organization's purpose. The business statement describes activities or programs an organization pursues in order to fulfill its purpose. For most organizations, the best course is to choose a single business pursuit. Engaging in multiple programs or activities can dilute an organization's effectiveness and efficiency. Please consider these points when providing your personal opinions in response to the following questions:

1. Who are TNGenWeb's primary "customers"?
2. How could TNGenWeb attract all its potential "customers"?
3. What do TNGenWeb's visitors ("customers") want?
4. What do TNGenWeb's volunteers want?
5. What services does TNGenWeb provides?

6. What are TNGenWeb's core competencies?
7. What alignments or misalignments do you see between TNGenWeb's services and core competencies? between TNGenWeb's services and visitors' needs? between TNGenWeb's core competencies or services and the needs of its volunteers?
8. How does TNGenWeb accomplish its goals?
9. What should be TNGenWeb's five-year strategy for delivering its programs and activities?
10. In the event it becomes relevant, what is TNGenWeb's exit strategy?

The Values Statement. The third consideration in developing a mission statement is the commonly held values and beliefs of an organization's members. These values and beliefs are very basic and guide members as they perform their volunteer work. Please consider these points when providing your opinions in response to the following questions:

1. What does TNGenWeb hope to accomplish as a result of its efforts?
2. What does TNGenWeb seek to contribute to the on-line genealogy and history community?
3. What do TNGenWeb volunteers consider the most valuable component of their association with the organization?
4. What does the TNGenWeb organization value most in its volunteers?
5. If TNGenWeb continues to exist until 2016, what words or phrases would you like to have the public use to characterize the organization and its accomplishments?

Closing Questions: From the combination of responses to all the foregoing questions, you should be able to observe dominant themes and patterns in your own thinking and that of other focus group members. Spend a short time reviewing the questions and answers. Make a list of those points that stand out for you. Please refer to that list when responding to the following questions:

1. If you believe TNGenWeb needs a new mission statement, how would you rewrite it? Please complete this sentence: "The mission should be..."

2. If you do not believe TNGenWeb needs a new mission statement, what are your reasons?
3. How do you believe TNGenWeb should promulgate its mission to its members and visitors?

Addendum

A Matrix for Use in Evaluating an Organization's Mission Statement

Respond to the following descriptions by completing the sentence: <i>Our mission statement . . .</i>	Yes	No	Somewhat
is powerful.			
is realistic.			
is specific, short, sharply focused, and memorable.			
is clear and easily understood.			
reflects our values and beliefs.			
demonstrates a commitment to serving the public good.			
tells who our customers are.			
explains what customer needs we are trying to satisfy.			
explains how our organization serves its customers.			
fits the current market environment.			
is based on our core competencies (organizational strengths).			
is motivating and inspires volunteer commitment.			
says what we want to be remembered for accomplishing.			

Informed Consent for Participation in TNGenWeb Project Focus Group

Introduction

By e-mailing your consent to participate in the research project described herein, you will have voluntarily agreed to be a member of a focus group for the TNGenWeb Project. The goal of the focus group is assess the mission of the TNGenWeb Project. You were selected as a participant because you are a member of the TNGenNet, Inc., Board. As a Board member, you have administrative responsibility for the organization's operation as an affiliate of the USGenWeb Project. This focus group is being facilitated by Billie R. McNamara, a graduate student at the University of Southern Maine (USM) and member of the TNGenWeb Project, as an assigned component of the Action Research (HRD 667) course in which Ms. McNamara is currently enrolled.

Confidentiality

The research records of this project will be kept confidential, and you will not be identified by name in any verbal or written reports. All focus group electronic message forum postings will only be available to Ms. McNamara and members of the TNGenNet, Inc., Board. Once the project is completed, the message forum will be deleted. Ms. McNamara will not retain copies, nor will the server hosting the forum retain copies beyond its normal back-up retention schedule. Information collected may be published in general reports of this research activity. However, such reports will not include any information that will make it possible to identify a participant.

Research Specifics

The *purpose* of this research is to assess the mission of the TNGenWeb Project, determine if the current mission statement should be revised or ratified, and formulate a plan for the mission's publication. The *procedure* will be an asynchronous focus group session with an on-line message forum as the venue. Anticipated total time for participation is 2-3 hours. Message forum postings will not be retained beyond the period of this research study. This study poses minimal risk to participants. A focus group member could become angry or hurt at having his or her input being challenged by other participants. The facilitator will work diligently to minimize such risks. The primary benefit of participation in this research for any individual is promotion of the TNGenWeb Project in which each participant is a member. The secondary benefit is identification and publication of a mission statement for the TNGenWeb Project, which is a core component of the organization known as TNGenNet, Inc. There will be no financial compensation for participation in this research.

Withdrawal

Your participation is voluntary, and you may withdraw from the research project at any time. Your decision to withdraw from this research project will not affect your current or future relationship with TNGenNet, Inc., or the TNGenWeb Project.

Information Contacts

If questions should arise related to this research project, or if you believe you have suffered any harm as a result of participating, please contact the principal researcher, Billie R. McNamara at (865) 898-4940 or via e-mail to <billie.mcnamara@maine.edu>. If you have any questions about your rights as a research participant, you may contact Dr. Michael Brady, Professor of Adult Education at USM, at (207) 780-5312 or via e-mail to <mbrady@usm.maine.edu>.

Summary

You have read the information in this Informed Consent document. You have also been given the opportunity to ask questions about this research and have your questions answered. A copy of this consent form has been given to you, whether or not you agreed to participate in this research project. By agreeing via e-mail (to Billie McNamara <billie.mcnamara@maine.edu>) to participate in this research project, you acknowledge these facts to be true.

Ms. Billie R. McNamara

P. O. Box 6764 • Knoxville, TN 37914-0764 • Voice: (865) 898-4940 • E-mail: billie.mcnamara@maine.edu

EXPERIENCE SUMMARY

Consulting • training and adult education • workforce development counseling • public speaking • writing • Internet and intranet Web site development • on-line discussion forums (list serves) management • computer system design and integration • computer training facility design and implementation • computer system administration • software and system documentation writing • project management • records management • database design and support • data communications • community-governmental liaison • historic tourism development • archival preservation • document design and layout (desktop publishing) • digital imaging • print and multi-media advertising (including graphic design) • seminar planning and hosting • non-profit administration and financial management • grant research and application-writing

EXPERIENCE DETAILS

June, 2004 – March, 2006: **Computer Department Chair and Instructor (full faculty appointment), Regional for-Profit Career College, Knoxville, TN**

Senior departmental Instructor in computer application courses, including all core components of the Microsoft Office Suite, desktop publishing, Web development, Internet use, Windows end-user functions, keyboarding, administrative office simulation and procedures, and computer networking.

Chair responsibilities – supervised curriculum and programs; administered and peer-taught computer-based and Web-delivered course materials; monitored departmental compliance with accreditation standards; recommended and implemented curriculum, program, and textbook changes; coordinated curricula with other departments; advised students; supervised internships; recommended, supervised, and evaluated subordinate faculty; implemented and administered electronic discussion forums for departmental and inter-campus Computer Department Chairs; served on Campus Academic Committee; performed quality reviews on textbooks and specific media; assisted with course scheduling; other administrative functions.

June, 1996 - present: **Internet & Intranet Web Developer and Project Manager**

Develop, create, maintain, and market interactive Web sites and domains for Internet and intranet implementation. Work with individual, organizational, corporate, and government entities to procure information and produce topical Web pages. Provide Internet training to clients and community groups. Support dozens of for-profit and non-profit Web sites world-wide. Member of a Knoxville-based volunteer Web development team for non-profit organizations. Founding member, USGenWeb, American Local History Network, and PGenWeb Projects. Founding coordinator, TNGenWeb Project.

EDUCATION

- M. S., Human Resource Development/Adult Education, University of Southern Maine; degree completion anticipated December, 2008.
- B. S., Elementary Education, 1980; The University of Tennessee, Knoxville