

The Proceedings of  
**ISECON 2004**

The 21st Annual Information Systems Education Conference

*Sink Your Claws Into IS*

Don Colton, Editor  
Brigham Young University Hawaii

William J. Tastle, Co-Editor, Papers Chair  
Ithaca College

Mark (Buzz) Hensel, Co-Editor, Papers Co-Chair  
The University of Texas at Austin

Amjad A. Abdullat, Co-Editor, Papers Co-Chair  
West Texas A&M University

Hyatt Regency  
Newport, Rhode Island  
November 4 to 7, 2004

ISSN: 1545-7382

©2004, EDSIG and Foundation for Information Technology Education

**The Proceedings of ISECON 2004**

The 21st Annual Information Systems Education Conference

*Sink Your Claws Into IS*

Don Colton, Editor  
Brigham Young University Hawaii

William J. Tastle, Co-Editor, Papers Chair  
Ithaca College

Mark (Buzz) Hensel, Co-Editor, Papers Co-Chair  
The University of Texas at Austin

Amjad A. Abdullat, Co-Editor, Papers Co-Chair  
West Texas A&M University

Hyatt Regency, Newport, Rhode Island, California  
November 4 to 7, 2004

**ISSN: 1545-7382** CD-ROM format.

The Information Systems Education Conference (ISECON) solicits and presents each year papers on topics of interest to IS Educators. ISECON 2004 is the twenty-first in an annual series of international conferences devoted to education in the field of Information Technology. Conferences such as this are possible only because of the continuing interest and support of the Information Systems educational community, expressed by their submission of high-quality papers and their attendance at the conference. The ISECON 2004 Conference Committee and sponsors gratefully acknowledge all the authors, reviewers, and other participants for contributing to the success of this conference.

ISECON (the Information Systems Education Conference) is jointly sponsored by the Foundation for Information Technology Education (EF, 401 North Michigan Avenue, Suite 2200, Chicago, IL 60611-4267 USA. Phone: 800.224.9371) and The Education Special Interest Group (EDSIG) of the Association of Information Technology Professionals (AITP, same address).

ISECON receives additional direct and indirect support from the institutions of each of the members of the conference committee.

ISECON 2004 received special support with web-based pre-registration, onsite registration, and the conference website from the School of Computer and Information Sciences at the University of South Alabama.

The Proceedings of ISECON are published on CDROM, but can also be found online at <http://isedj.org/isecon/>

Many papers from ISECON are also printed in the Information Systems Education Journal (ISEDJ), which can be found online at <http://isedj.org/>

©2004, EDSIG and Foundation for Information Technology Education