Collaboration technologies are seeing widespread adoption and implementation at all levels of organizations. The technologies employed vary greatly and may include intranets, extranets, group support systems, knowledge management systems, and video and Web conferencing systems to name a few. However, it is often difficult to measure and quantify the effectiveness of such technologies. Difficulties include identifying relevant constructs, developing appropriate measures and testing the measures in the laboratory and in the field. The objective of this minitrack is to publish papers that aggressively tackle these types of problems. In this first year of the minitrack, three papers are presented that examine the effectiveness of a variety of collaboration technology in the field. Each paper presents the results of a study that collected field data with real world users and managers. Interestingly, the data for each study was collected on a different continent, indicating that the issue of collaboration technology effectiveness is an international one.

Hubona and Burton-Jones begin the minitrack with their paper entitled, “Modeling the User Acceptance of E-Mail.” The authors utilize the Technology Acceptance Model (TAM) to predict usage behavior and attitudes towards an organization’s email system. The authors include in their analysis data from both a public and private sector organization.

Next, Alanis and Diaz-Padilla follow with their paper entitled, “Groupware Effectiveness in Large Latin American Corporations.” The authors examine the benefits provided by a wide variety of collaboration technologies. They employed a survey methodology that targeted CIOs of large Mexican enterprises.

Finally, Briggs, de Vreede, and Reinig finish with their paper entitled, “A Theory and Measurement of Meeting Satisfaction.” The authors derive Satisfaction Attainment Theory (SAT) and validate their measures and model by collecting data from GSS users in Dutch organizations.