The first study sought to clarify ways in which active learning strategies were incorporated into the winner and honorable mentions of the Paul Allen Virtual Education Foundation’s contest to identify outstanding online courses. Interactions emerged as critical in web-based learning. The diverse ways this was accomplished makes this study intriguing and valuable. Findings are organized in a theoretical framework based on the American Psychological Association's Learner-Centered Psychological Principles.

A second study analyzed the conversations in a bulletin board during a WebCT delivered course. By mapping the various interactions it became obvious that certain individuals and topics elicit multiple responses and very rich interactions. An interaction analysis model emerged that is different from others that focus primarily on the types of individual interactions without a holistic view of the total conversation event. The patchwork quilt metaphor of Gunawardena, Lowe and Anderson (1997) is extended to a crazy quilt metaphor where patterns are less predictable and chaos seems to reign supreme!