

RESEARCH PROJECTS, 1998 to 2018

Museums and Libraries

ANZAC DAY Visitor Survey, Christ Church Cathedral Newcastle, 2014.

Assessment of Stakeholder Satisfaction with Kinetica, National Library of Australia, NLA 2000.

Assessment of Stakeholder Satisfaction with the Australian National CJK Service, NLA 2000.

Assessment of Customer and of Stakeholder Satisfaction with Kinetica and The Australian Libraries Gateway, NLA 2001. [IM]

Assessment of Stakeholder Satisfaction with PADI - Preserving Access to Digital Information Initiative, NLA 2001.

Evaluation to contribute to Development of the History Wired Website, National Museum of American History, Smithsonian 2001.

Evaluation of the State Library of Victoria's Website (with Dr. Anne Cranny-Francis), 1998.

Focus Group Research of Future Developments for the Kinetica Service, NLA 2001.

Formative Evaluation of www.pictureaustralia.org (with Dr. Anne Cranny-Francis and Richard Upton), National Library of Australia, 2000.

Information Technology Strategy for Effective Communication with Members of the Australian Library and Information Association (ALIA) and Growth of the Organisation (with Amanda Bow), 2001. [IM]

Identifying and Predicting Customer Needs (with Amanda Bow), State Library of Victoria Statewide Training Project, 1999.

Measurement of Quality Outcomes for Public Outreach Activities at the National Library of Australia. The Telephone Switchboard and Behind the Scenes Tours, 1999.

Scoping Study for a Website for Old Parliament House (with Richard Upton), 2000. [IM]

Summative Evaluation of Documenting a Democracy Website (with Dr. Deborah Black, Dr. Anne Cranny-Francis and Richard Upton), National Archives of Australia, 2001. [IM]

Summative Evaluation of www.pictureaustralia.org (with Dr. Anne Cranny-Francis and Richard Upton), National Library of Australia, 2001.

Visitor Evaluation to Support Interpretation (with Dr. Anne Cranny-Francis and Richard Upton), Port Arthur Historic Site Management Authority 2000. [IM]

Visitor Evaluation of Four New Tours and Activities (with Anna Gurnhill), Port Arthur Historic Site Management Authority 2002.

Visitor Research to Guide Interpretation, Woolmers Estate 2004. [IM]

Businesses

Communication and Marketing Strategy for M and V Prosthodontics, 2010. [IM]

Communication and Marketing Strategy for *Sala's Function Centre*, 2010. [IM]

Communication to Improve Holistic Healthcare Services, 2017. [IM]

Development of a Customer Service Framework for Sullivan Nicolaides Pathologists (with Greg Crowther), 2011

Inner West Marina Community Consultation (with Greg Crowther) for FordComm and the Rose Group, 2010.

Mapping Customers for Health Therapies, 2011. [IM]

Review of the Use and Benefits of the Voicemap System, Systabytes Pty Ltd 2004.

Saleslink Sales Partner Interviews Report, 2015.

Thornbill Customers and Products. Scoping Study for a Start-up Business, 2018. [IM]

Using Knowledge of Sullivan Nicolaides Clients to Improve Communication and Plan Future Services (with Greg Crowther), Sullivan Nicolaides Pathologists 2010. [IM]

Communities and Environment

Emerging Supporters for the Newcastle By-Election. Australian Greens, 2014. [IM]

Engagement With Members and Fundraising Opportunities, The Wilderness Society Newcastle, 2015 [IM]

Enhancing Visitor Experiences at Hunter Wetlands Centre Australia, 2018. [IM]

Needs of Public Transport Users in the Hunter After City Rail Closure (Survey 2), 2016.

Nova Bellas: Experiences With the Choir and Future Possibilities, 2016. [IM]

Predicted Impacts on Hunter Passengers of Newcastle City Railway Closure (Survey 1), 2014.

Survey of Supporters of the *Save Our Figs* Campaign, Newcastle, 2012.

Understanding Earthwatch Members. Report of the Insite Mapping® Workshop, 1999. [IM]

Governments

Ausstats Product Research (with Deborah Black), Australian Bureau of Statistics 2002. [IM]

Best Practice for Future Communications in a Screen-based Environment (with Dr. Anne Cranny-Francis), Australian Taxation Office (ATO) 1999.

Conducting School and Community Education Visits Through Divisional Offices (with Beckmann Associates), Australian Electoral Commission 2000. [IM]

Evaluation and Usability Testing of the Department of Transport and Regional Services (DOTARS) Website (with Richard Upton), 2000. [IM]

The Image and Features of Bayside Valued By Community Members, Bayside City Council 2004. [IM]

Knowledge-Sharing to Inform Communication and Community Engagement Strategies, Boroondara City Council 2009. [IM]

Plan for Improvement of Communication Processes in Statutory Planning, Boroondara City Council, 2009.

Redesign of the Trade Division's Web Pages and Online Export Services, Ice Media and the Queensland Department of State Development, 2004. [IM]

Redesign of Whole of Government Website www.australia.gov.au (with Richard Upton, William Palmer and Ice Media), Australian Government Information Management Office 2005. [IM]

Report of Insite Mapping® for Redesign of www.newcastle.nsw.gov.au, Newcastle City Council, 2005. [IM]

Review of the Bayside City Council's *Bayside News*, 2007.

Strategy for Communication with Communities using the *Boroondara Bulletin*, Boroondara City Council 2010. [IM]

Usability Testing and Online User Survey of the Queensland Government Gateway Site, Ice Media and Access Queensland, 2002.

What Works? Uses of Tools for Electronic Document Management, Commonwealth Department of Health and Aged Care 1999.

Disabilities

User Requirements Study. CONROD Disability Database Portal (with Gunela Astbrink, Amanda Bow, Solveiga Saule and GSA Information Consultants), 2001.

User Testing of Pilot Website, *Disability Lifestyles*, 2003.

Education

Fostering a successful learning ecology. University of Newcastle Library (with Greg Crowther), 2016.

Improving Communication and Knowledge-Sharing (with Greg Crowther), Centre for Engineering and Computer Science, Australian National University, 2013. [IM]

Insite Mapping® to Contribute to Redesign of the Faculty Website (with Katie Cowley), Faculty of Business and Law, University of Newcastle 2005. [IM]

Insite Mapping® of Uses of University Library Services (with Greg Crowther), University of Newcastle 2006. [IM]

Opportunities for Post Graduate Courses, Department of Communication and Cultural Studies, Macquarie University, 2003. [IM]