

## Acknowledgements

I wish to acknowledge the support that I received from the members of my dissertation committee in the Department of Management Science and Information Technology of Virginia Tech. Specifically, I wish to thank my committee chair, Dr. Cliff Ragsdale for his support in accomplishing my goal of becoming a Ph.D. I also wish to thank the members of my committee: Dr. Lance Matheson, Dr. Raymond Major, Dr. Robert Sumichrast, and Dr. Loren Rees.

I wish to acknowledge the support that I received from other faculty members in the Department of Management Science and Information Technology of Virginia Tech. Specifically, I wish to thank Dr. Bernard Taylor, Dr. Larry Moore and Dr. Earnest Houck for their support during my tenure as a graduate student at Virginia Tech.