## **Contents**

Pref	ace	vii
	Key Features	viii
	Rationale	viii
	Course Applications	ix
Ackı	nowledgments	хi
	PART I: FOUNDATIONS	
1.	Scientific Inquiry	3
	Content Review	5
	Activities and Applications	6
2.	Qualitative and Quantitative Research	7
	Illustrations from Practice	10
	Content Review	10
	Activities and Applications	10
	PART II: STAGES OF DOING CASE STUDY RESEARCH	
3.	Setting the Stage	15
	What Has Been Studied Using Case Study Research?	16
	Illustrations from Practice	29
	Content Review	31
	Activities and Applications	31

4.	Determining What We Know	32
	How to Do a Literature Review	34
	Illustrations from Practice	34
	Content Review	36
	Activities and Applications	36
5.	Selecting a Design	37
	Relations Between Design and Method	40
	Illustrations from Practice	40
	Content Review	44
	Activities and Applications	45
6.	Gathering Information from Interviews	46
	Illustration from Practice	48
	Content Review	52
	Activities and Applications	52
7.	Gathering Information from Observations	53
	Design Illustrations	54
	Illustrations from Practice	54
	Content Review	56
	Activities and Applications	56
8.	Gathering Information from Documents	57
	Authenticity of Documents	58
	Questions to Answer When Gathering Information from Documents	59
	Illustrations from Practice	60
	Content Review	61
	Activities and Applications	61

Contents

9.	Summarizing and Interpreting the Information	62
	Design illustration: Thinking About Method	63
	Illustrations from Practice	64
	Content Review	65
	Activities and Applications	66
10.	Reporting Findings	67
	How to Synthesize Findings	68
	Design Illustration	69
	Content Review	70
	Activities and Applications	70
11.	Confirming Case Study Findings	71
	Illustrations from Practice	72
	Content Review	73
	Activities and Applications	73
	PART III: PUTTING IT ALL TOGETHER	
12.	Preparing Proposals for Case Study Research	77
	Introduction	77
	Review of Literature	78
	Method	78
	Supporting Materials	79
	Frequently Asked Questions About Research Proposals	79
	Content Review	83
	Activities and Applications	83
13.	Disseminating Case Study Research	84
	Introduction	85
	Method	85

vi	Contents

Results	86
Discussion	86
Content Review	87
Activities and Applications for Prospective Researchers	87
Resources	87
Epilogue	
Glossary	
References	
Annotated Bibliography	
Index	
About the Authors	