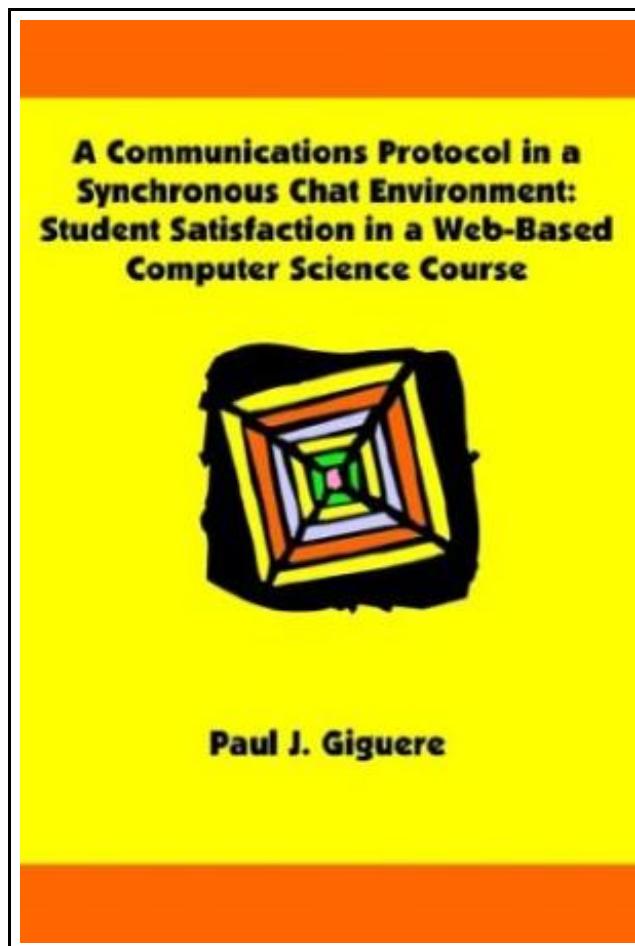


A Communications Protocol in a Synchronous Chat Environment: Student Satisfaction in a Web-Based Computer Science Course



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