

Principles of Customer Service



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S Ben Porath



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Renee E. Weiss,2000-12-29 This is the 84th issue of the Jossey Bass series New Directions for Teaching and Learning

Handbook of Research on Determining the Reliability of Online Assessment and Distance Learning Moura, Ana S.,Reis, Pedro,Cordeiro, M. Natália D. S.,2020-11-13 Though in the past online learning was considered of poorer professional quality than classroom learning it has become a useful and in some cases vital tool for promoting the inclusivity of education Some of its benefits include allowing greater accessibility to educational resources previously unattainable by those in rural areas and in current times it has proven to be a critical asset as universities shut down due to natural disasters and pandemics Examining the current state of distance learning and determining online assessment tools and processes that can enhance the online learning experience are clearly crucial for the advancement of modern education The Handbook of Research on Determining the Reliability of Online Assessment and Distance Learning is a collection of pioneering investigations on the methods and applications of digital technologies in the realm of education It provides a clear and extensive analysis of issues regarding online learning while also offering frameworks to solve these addressed problems Moreover the book reviews and evaluates the present and intended future of distance learning focusing on the societal and employer perspective versus the academic proposals While highlighting topics including hybrid teaching blended learning and telelearning this book is ideally designed for teachers academicians researchers educational administrators and students

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