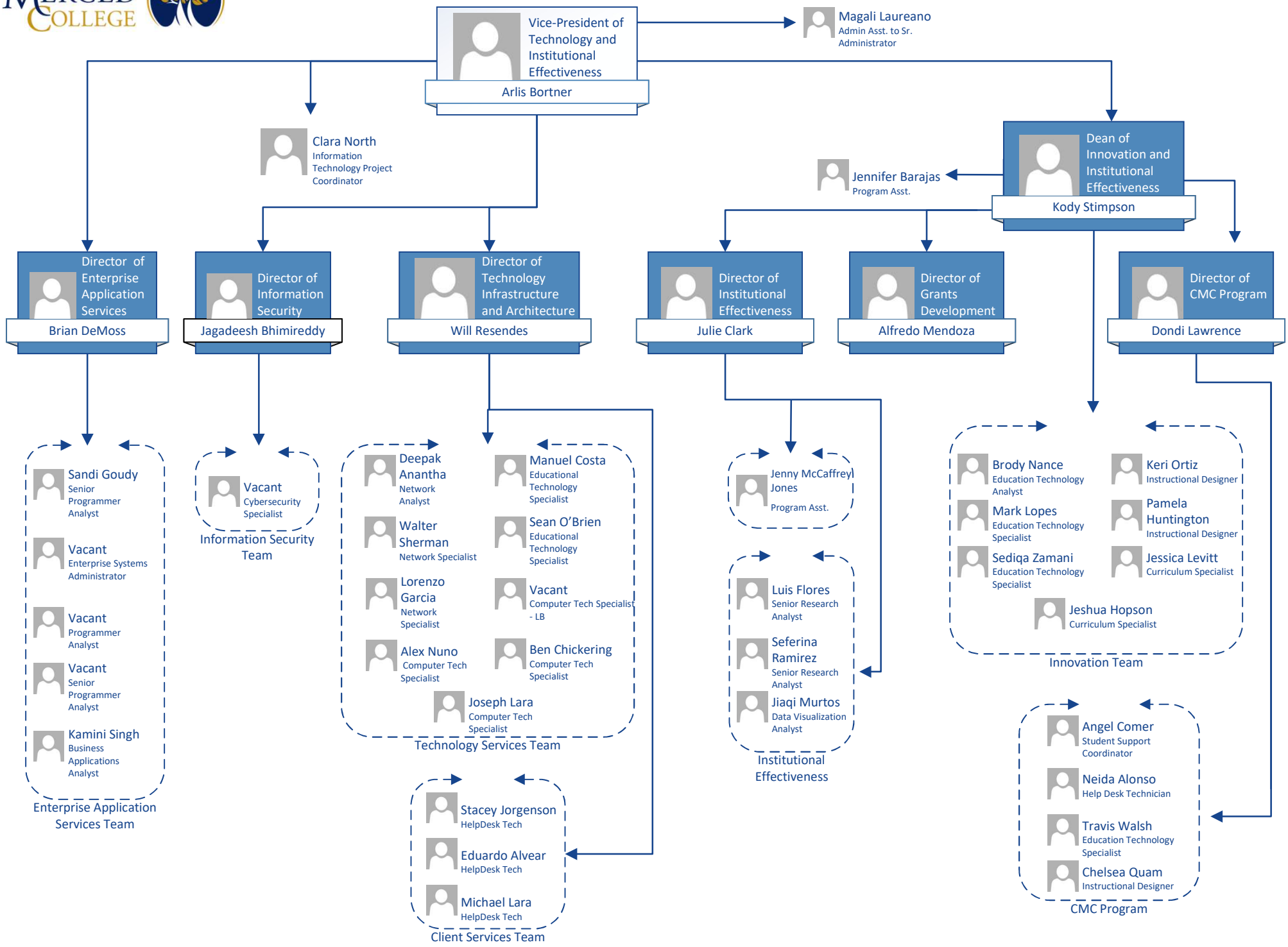Technology & Institutional Effectiveness