

## High Tech High Touch By John Naisbitt

A new guide to hi-tech marketing introduces well-established strategies and techniques for market branding designed to work in the technology and information sectors of the economy.

The extraordinary story of how Georgia State University tore up the rulebook for educating lower-income students "Georgia State . . . has been reimagined—amid a moral awakening and a raft of data-driven experimentation—as one of the South's more innovative engines of social mobility." —The New York Times *Won't Lose This Dream* is the inspiring story of a public university that has blazed an extraordinary trail for lower-income and first-generation students in downtown Atlanta, the birthplace of the civil rights movement. Over the past decade Georgia State University has upended the conventional wisdom that large numbers of students are doomed to fail simply because of their economic background or the color of their skin. Instead, it has harnessed the power of big data to identify and remove the obstacles that previously stopped them from graduating and completely transformed their prospects. A student from a mediocre high school working two jobs to make ends meet is now no less likely to succeed than a child of wealth and privilege—an earth-shaking achievement that is reverberating across every college campus in the country. With unique access to the key players and drawing on his skills as an investigative reporter, Andrew Gumbel delivers a thrilling, blow-by-blow account of a long battle to determine whether universities exist for their students or vice versa. The story is told through the visionary leaders who overcame fierce resistance to tear up the rules of their own institution and through the many remarkable students whose resilience and determination, often against daunting odds, inspired the work at every stage. Their success shows how the promise of social advancement through talent and hard work, the essence of the American dream, can be rekindled even in an age of deep inequalities and divisive politics.

The author of the best-selling, prophetic *Megatrends* turns his vision to the relationship between technology and spirituality, describing the interplay between these two important trends and its role in changing science, war, religion, commerce, art, communications, and entertainment. 100,000 first printing.

Today's customers are a hard bunch to crack. Time-strapped, screen-addicted, value-savvy, and socially engaged, their expectations are tougher than ever for a business to keep up with. They are empowered like never before and expect businesses to respect that sense of empowerment—lashing out at those that don't. Take heart: Old-fashioned customer service, fully retooled for today's blistering pace and digitally connected reality, is what you need to build the kind loyal customer base that allows you to survive—and thrive. And *High-Tech, High-Touch Customer Service* spells out surefire strategies for success in a clear, entertaining, and practical way. Discover: ò Six major customer trends and what they mean for your business ò Eight unbreakable rules for social media customer service ò How to effectively address online complainers and saboteurs on Yelp, Twitter, TripAdvisor, and other forums for user generated content ò The rising power of self-service—and how to design it properly ò How to build a company culture that breeds stellar customer service *High-Tech, High-Touch Customer Service* reveals inside secrets of wildly successful customer service initiatives, from Internet startups to venerable brands, and shows how companies of every stripe can turn casual customers into fervent supporters who will spread the word far and wide—online and off.

The bestselling author of *No Logo* shows how the global "free market" has exploited crises and shock for three decades, from Chile to Iraq In her groundbreaking reporting, Naomi Klein introduced the term "disaster capitalism." Whether covering Baghdad after the U.S. occupation, Sri Lanka in the wake of the tsunami, or New Orleans post-Katrina, she witnessed something remarkably similar. People still reeling from catastrophe were being hit again, this time with economic "shock treatment," losing their land and homes to rapid-fire corporate makeovers. *The Shock Doctrine* retells the story of the most dominant ideology of our time, Milton Friedman's free market economic revolution. In contrast to the popular myth of this movement's peaceful global victory, Klein shows how it has exploited moments of shock and extreme violence in order to implement its economic policies in so many parts of the world from Latin America and Eastern Europe to South Africa, Russia, and Iraq. At the core of disaster capitalism is the use of cataclysmic events to advance radical privatization combined with the privatization of the disaster response itself. Klein argues that by capitalizing on crises, created by nature or war, the disaster capitalism complex now exists as a booming new economy, and is the violent culmination of a radical economic project that has been incubating for fifty years.

"[John Naisbitt's] vision of the world's economy has the mark of genius." —Minneapolis Star Tribune Internationally-renowned futurist and bestselling author John Naisbitt is back with *China's Megatrends*, the most comprehensive look at the present and future of China and the transformation that is reshaping its economic, political, and social systems. Since publishing the enormously popular *Megatrends*—a New York Times bestseller for two years that has been published in 57 countries—John Naisbitt has become the most respected and well-known prognosticator of global trends. To write *China's Megatrends*, Naisbitt and wife Doris were granted unprecedented access by the Chinese government to all aspects of the country and its social model. Using the same techniques of information gathering and analysis as *Megatrends*, the Naisbitts present a prescient and unique perspective on the emergent global power and its role in the future of globalization.

?The papers presented in this volume advance the state of the art in social media and Web 2.0, electronic tourism marketing, web site and search engine optimization, technology adoption and diffusion, online communities, tourism management and decision support, eLearning, mobile technologies and applications in tourism, recommender systems, e-intermediaries and networks in tourism, customer research in e-tourism and user generated content. The volume collects research papers of prominent scholars from around the world with a disciplinary background in the fields of social or computer sciences. The book covers the most significant topics within the study field of electronic tourism

and addresses both, academics and practitioners interested in the latest advances in the electronic travel and tourism domain.

Attract and retain the best talent with this step-by-step guide to blending the use of "high-tech" candidate search tools with traditional "high-touch" relationship-based recruiting methods.

An Incredible Journey of Recovery James H. Osborne suffered a tragic spinal cord injury from a road cycling accident that rendered him quadriplegic. Though doctors said he would likely never walk again, James has been fighting for nine years to recover his body. Will Your Way Back chronicles his journey, an exercise of will, to walk again and live independently. James has struggled professionally, physically, emotionally, and spiritually to overcome his disability and persevere in pursuit of a new normal. His story is unique and compelling, and if you have ever suffered loss, or have a loved one who is suffering this way, you will draw hope from his inspiring story. Sometimes you must let go and find a new path, a new way to success: Define your terms, take a stand, and choose to win.

"This book is a key source for identifying measures for closing the communication gap through new approaches for face-to-face communication, opportunities to create social bonding and social capital, and taking advantage of the full communication cycle. Featuring extensive coverage across a range of relevant perspectives and topics, such as expectation, value and return (EVR), high-teach, and two-way interaction"--

Technology has become an integral part of our everyday lives. This trend in ubiquitous technology has also found its way into the learning process at every level of education. The Handbook of Research on Education and Technology in a Changing Society offers an in-depth description of concepts related to different areas, issues, and trends within education and technological integration in modern society. This handbook includes definitions and terms, as well as explanations of concepts and processes regarding the integration of technology into education. Addressing all pertinent issues and concerns in education and technology in our changing society with a wide breadth of discussion, this handbook is an essential collection for educators, academicians, students, researchers, and librarians.

A group of students goes through the gate to an unknown planet for a two-to-ten-day final exam in Advanced Survival only to realize, after a period of fighting the elements and wildlife, that something has gone wrong with the gate and what was a brief survival exam has become an endless struggle for life. Reprint. 10,000 first printing.

HIGH TECH - HIGH TOUCH A TECNOLOGIA E A NOSSA BUSCA POR SIGNIFICADO Editora Cultrix High-Tech, High-Touch Customer Service Inspire Timeless Loyalty in the Demanding New World of Social Commerce AMACOM Div American Mgmt Assn

Sponsored by the Picker/Commonwealth Program for Patient-Centered Care In this comprehensive, research-based look at the experiences and needs of patients, the authors explore models of care that can make hospitalization more humane. Through the Patient's Eyes provides insights into why some hospitals are more patient-centered than others; how physicians can become more involved in patient-centered quality efforts; and how patient-centered quality can be integrated into health care policy, standards, and regulations. The authors show how, by bringing the patient's perspective to the design and delivery of health services, providers can improve their ability to meet patient's needs and enhance the quality of care.

There have been great strides made in designing the administrative structures of patient-centered care, but it is still difficult to design truly patient-centered clinical routines that the entire healthcare team can enact. The kind of partnership, in which patients are fully part of the team that guides their own care, goes against so much of the training and socialization of health professionals and, for that matter, the expectations of many patients. This is particularly true for patients we sometimes call "complex." In other contexts, we call them "high utilizers," "disadvantaged," "heart-sink patients," or "people with trauma histories." Blount calls them "multiply-disadvantaged" patients. To successfully serve these patients requires our best versions of team-based care, including behavioral health and care management team members, though every member of the team needs help in engaging these patients and mutual support in adapting to the rapid changes in roles that new team approaches are creating. This book offers a summary of the approaches that are currently in growing use, such as health literacy assessment, motivational interviewing, appreciative inquiry, shared decision making, minimally disruptive care, trauma informed care, enfranchisement coaching, relationship-centered care, and family-informed care. Finally, it offers a transformative method, based on familiar elements, that is Transparent, Empowering, Activating, and Mutual: the T.E.A.M. Way.

A pressing challenge in the modern health care system is the gap between education and clinical practice. Emerging technologies have the potential to bridge this gap by creating the kind of team-based learning environments and clinical approaches that are increasingly necessary in the modern health care system both in the United States and around the world. To explore these technologies and their potential for improving education and practice, the National Academies of Sciences, Engineering, and Medicine hosted a workshop in November 2017. Participants explored effective use of technologies as tools for bridging identified gaps within and between health professions education and practice in order to optimize learning, performance and access in high-, middle-, and low-income areas while ensuring the well-being of the formal and informal health workforce. This publication summarizes the presentations and discussions from the workshop.

Stanley Kubrick's 1968 film 2001: A Space Odyssey famously featured HAL, a computer with the ability to hold lengthy conversations with his fellow space travelers. More than forty years later, we have advanced computer technology that Kubrick never imagined, but we do not have computers that talk and understand speech as HAL did. Is it a failure of our technology that we have not gotten much further than an automated voice that tells us to "say or press 1"? Or is there something fundamental in human language and speech that we do not yet understand deeply enough to be able to replicate in a

computer? In *The Voice in the Machine*, Roberto Pieraccini examines six decades of work in science and technology to develop computers that can interact with humans using speech and the industry that has arisen around the quest for these technologies. He shows that although the computers today that understand speech may not have HAL's capacity for conversation, they have capabilities that make them usable in many applications today and are on a fast track of improvement and innovation. Pieraccini describes the evolution of speech recognition and speech understanding processes from waveform methods to artificial intelligence approaches to statistical learning and modeling of human speech based on a rigorous mathematical model -- specifically, Hidden Markov Models (HMM). He details the development of dialog systems, the ability to produce speech, and the process of bringing talking machines to the market. Finally, he asks a question that only the future can answer: will we end up with HAL-like computers or something completely unexpected?

The second volume of this successful handbook represents varied perspectives on the fast-expanding field of Service Science. The novel work collected in these chapters is drawn from both new researchers who have grown-up with Service Science, as well as established researchers who are adapting their frames for the modern service context. The first Handbook of Service Science marked the emergence of Service Science when disciplinary studies of business-to-customer service systems intertwined to meet the needs of a new era of business-to-business and global service ecosystems. Today, the evolving discipline of Service Science involves advanced technologies, such as smartphones, cloud, social platforms, big data analytics, and artificial intelligence. These technologies are reshaping the service landscape, transforming both business models and public policy, ranging from retail and hospitality to transportation and communications. By looking through the eyes of today's new Service Scientists, it is anticipated that value and grand challenges will emerge from the integration of theories, methods, and techniques brought together in the first volume, but which are now rooted more deeply in service-dominant logic and systems thinking in this second volume. The handbook is divided into four parts: 1) Service Experience--On the Human-centered Nature of Service; 2) Service Systems--On the Nature of Service Interactions; 3) Service Ecosystems--On the Broad Context of Service; 4) Challenges--On Rethinking the Theory and Foundations of Service Science. The chapters add clarity on how to identify, enable, and measure service, thus allowing for new ideas and connections made to physics, design, computer science, and data science and analytics for advancing service innovation and the welfare of society. Handbook of Service Science, Volume II offers a thorough reference suitable for a wide-reaching audience including researchers, practitioners, managers, and students who aspire to learn about or to create a deeper scientific foundation for service design and engineering, service experience and marketing, and service management and innovation.

Introduces the "new basics" of abstraction, system thinking, collaboration, and experimentation and suggests how schools can prepare students for a technology-based work world.

Parents worry about their kids, especially when it comes to their health. Conventional medicine has its place but health conscious parents often worry about the serious side effects associated with many prescription drugs and other conventional treatments. *Treatment Alternatives for Children* is an easily accessible reference guide that enables parents to look up any number of childhood ailments--acne, ear infections, ADHD ... you name it--and get all of the vital comparative information about the most common conventional and alternative treatments. For each side-by-side conventional/alternative comparison, readers get: ?A description of the ailment each treats ?The generic and common brand names of each treatment ?Active ingredients ?How each treatment works ?Dosage, where applicable ?Treatment efficacy and timing ?Common mild side effects ?Less common serious side effects Organized from "A" to "Z," this book also covers a special "spotlight" on various important natural remedies and methods that can be used for a variety of ailments.

The companies that win today understand the importance of having systems in place to provide exemplary service, making people a priority over products, putting the client experience at the top of the list and valuing relationships over technology. Successful businesses approach the future with an attitude of high touch over high tech. *Nice Guys Finish First* provides stories, lessons, concrete takeaways and action items. The reader will go beyond finding out why nice guys finish first and discover how to be successful using the lessons provided. The book walks the reader down a path to becoming a student of Sandler's system: Invest, Inspire and Execute. The chapters break the system down into smaller pieces, guiding the reader through practical application and lessons about leadership, technology, consistency, trust and empowerment. In addition, the book examines the importance of developing a culture of happiness, creating a positive attitude, effectively dealing with failure, managing a better life and mistakes to avoid on the road to success.

Participatory Budgeting--the experiment in democracy that could redefine how public budgets are decided in the United States. *Democracy Reinvented* is the first comprehensive academic treatment of participatory budgeting in the United States, situating it within a broader trend of civic technology and innovation. This global phenomenon, which has been called "revolutionary civics in action" by the New York Times, started in Brazil in 1989 but came to America only in 2009. Participatory budgeting empowers citizens to identify community needs, work with elected officials to craft budget proposals, and vote on how to spend public funds. *Democracy Reinvented* places participatory budgeting within the larger discussion of the health of U.S. democracy and focuses on the enabling political and institutional conditions. Author and former White House policy adviser Hollie Russon Gilman presents theoretical insights, indepth case studies, and interviews to offer a compelling alternative to the current citizen disaffection and mistrust of government. She offers policy recommendations on how to tap online tools and other technological and civic innovations to promote more inclusive governance. While most literature tends to focus on institutional changes without solutions, this book suggests practical ways to empower citizens to become change agents. *Reinvesting in Democracy* also includes a discussion on the challenges and opportunities that come with using digital tools to re-engage citizens in governance.

A surprising, convincing, and optimistic argument for meeting the crisis of scarcity with the power of ideas

New York Times Bestseller An exciting--and encouraging--exploration of creativity from the author of *When: The Scientific Secrets of Perfect Timing* The future belongs to a different kind of person with a different kind of mind: artists, inventors, storytellers--creative and holistic "right-brain" thinkers whose abilities mark the fault line between who gets ahead and who doesn't. Drawing on research from around the world, Pink (author of *To Sell Is Human: The Surprising Truth About Motivating Others*) outlines the six fundamentally human abilities that are absolute essentials for professional success and personal fulfillment--and reveals how to master them. *A Whole New Mind* takes readers to a daring new place, and a provocative and necessary new way of thinking about a future that's already here.

A top social media guru shares the secrets to expanding your business through relationships People have always done business with people they know, like, and trust. That's the essence of "relationship marketing." Today, the popularity of online social networking has caused a paradigm shift in relationship marketing. This book helps businesspeople and marketers master this crucial new skill set. Social marketing expert Mari Smith outlines a step-by-step plan for building a sizable, loyal network comprised of quality relationships that garner leads, publicity, sales, and more. If you're a businessman or businesswoman feeling the pressure to shift your approach to using social media marketing, to better understand the new soft skills required for success on the social web, and to improve your own leadership and relationship skills through emotional and social intelligence, this book is for you. Outlines how to become a significant "center of influence" for your customers and prospects Explains the unspoken rules of online etiquette--and the common "turnoffs" that drive customers and potential partners away Details the unique cultures of Facebook, Twitter, and other popular online platforms Shows exactly what to automate and delegate to build your social media persona, yet still retain the personal touch Even if you currently have zero presence online, this book will help you see measurable results in a

short time.

Bestselling author Karen O'Connor offers humorous senior moments from the digital world to make you smile. These short stories, fun quotes, insightful Scriptures, and brief prayers encourage you to keep laughing while you figure out all the new gadgets that come along. Have you... looked for the "any" key after being instructed to "press any key"? kicked up a fuss when the printer didn't work...only to find it wasn't plugged in? talked into the TV remote because you thought it was your cell phone? You're not alone! With plenty of encouragement and simple tips for navigating new technology, My Senior Moments Have Gone High-Tech will bolster your confidence. You can successfully tackle today's gizmos to keep in close touch with your friends and family—and especially your grandkids.

What if learning was exciting? What if students felt important and empowered every time they walked into the building? What if parents looked forward to calls from their children's teachers and principals, instead of cringing when the school's number popped up on their phones? To Todd Nesloney and Adam Welcome, those aren't far-fetched what ifs; they can (and should) be a reality for every teacher, school, parent, and student. In Kids Deserve It!, Todd and Adam encourage you to think big and make learning fun and meaningful for students. While you're at it, you just might rediscover why you became an educator in the first place. Learn why you should be calling parents to praise your students (and employees). Discover ways to promote family interaction and improve relationships for kids at school and at home. Be inspired to take risks, shake up the status quo, and be a champion for your students. #KidsDeserveIt

Get a handle on disruption, innovation and opportunity in investment technology The digital evolution is enabling the creation of sophisticated software solutions that make money management more accessible, affordable and eponymous. Full automation is attractive to investors at an early stage of wealth accumulation, but hybrid models are of interest to investors who control larger amounts of wealth, particularly those who have enough wealth to be able to efficiently diversify their holdings. Investors can now outperform their benchmarks more easily using the latest tech tools. The WEALTHTECH Book is the only comprehensive guide of its kind to the disruption, innovation and opportunity in technology in the investment management sector. It is an invaluable source of information for entrepreneurs, innovators, investors, insurers, analysts and consultants working in or interested in investing in this space. • Explains how the wealth management sector is being affected by competition from low-cost robo-advisors • Explores technology and start-up company disruption and how to delight customers while managing their assets • Explains how to achieve better returns using the latest fintech innovation • Includes inspirational success stories and new business models • Details overall market dynamics The WealthTech Book is essential reading for investment and fund managers, asset allocators, family offices, hedge, venture capital and private equity funds and entrepreneurs and start-ups.

High Tech, High Touch illustrates technical solutions that really work, inspired by effective customer service strategies used by businesses. These are unique technology solutions—based on digital libraries, portals, e-mail notifications, and database interfaces to the web—to solve everyday public library problems.

In the 1950s, East Central Florida underwent a vast transformation with the creation of the American space program. The sleepy fishing communities stretching from Titusville to Melbourne became home to an army of engineers, rocket scientists, and technicians who would soon take Florida and the nation into the missile age. With no opportunities for advanced study nearby, a handful of determined men and women launched Brevard Engineering College in 1958. In 1966, Florida's secretary of state approved the college's petition to change its name to Florida Institute of Technology. In its short history, Florida Tech has overcome formidable hurdles and succeeded in winning a place in the top ranks of scientific and technological universities. A college on the rise, Florida Tech has not only a bright future, but a rich and colorful history that has been captured in striking photographs. The exciting story of "Countdown College"-from the lift-off of Bumper 8 in 1950, which launched the space program in Florida, to the most recent high-tech additions to campus facilities-is the subject of this captivating new pictorial history.

A proven working model of healthcare IT as a transformative clinical and business engine—from one of the world's leading healthcare organizations Exciting new technology is revolutionizing healthcare in the twenty-first century. This visionary guide by Cleveland Clinic's esteemed CIO shows you how to design, implement, and maximize your organization's IT systems to deliver fully integrated, coordinated, high-quality care. You'll learn how to: • Collaborate with patients: Track and monitor patients' progress and communicate with them any time, anywhere. • Coordinate multiple caregivers and care teams: Build a network of communication among healthcare professionals across disciplines in different locations who are working on a single patient case; and integrate various IT systems into a fully functioning network. • Optimize electronic medical records: Quickly pull up and share patient histories, test results, and other essential data to provide timely care; and expand real-time access to clinical data and research. • Use IT for competitive advantage: Enable live chats, virtual visits, and online second opinions; create a content-rich, user-friendly website; build a social media strategy that engages patients and caregivers alike. Using the latest advancements in IT, you'll be able to access and apply a wide range of online tools and field-tested strategies to any organization. Go behind the scenes at Clinic Cleveland to see how caregivers executed their IT strategy in a working environment—and how patients benefitted as a result. You'll find simple but powerful ways to expand your IT network and provide personal, one-on-one care to all of your patients, anywhere in the world. By connecting your patients with caregivers—and caregivers with each other—you'll be better equipped to diagnose conditions, recommend treatments, and monitor patients in ways that weren't even possible 10 years ago. And you'll see a vision of where IT is headed in the Internet of Healthcare. This is the future of healthcare. It's on your computer, your phone, your tablet, your network, and the world wide web. It's the IT advantage that makes organizations like Cleveland Clinic so successful—and patients healthier and happier. It's about time. IT's About Patient Care.

The first edition of New Fibers was enthusiastically received by a worldwide audience and this second edition has provided an opportunity to revise and update its contents and examine new developments since 1990. There have been considerable changes in the nature of the fibers being produced, the production methods and in consumers' values and expectations. Since 1990, the march of high-tech fibers has continued, with an ever increasing sub-division to meet specialised applications, as in high performance, high-function and high-sense fibers. New research and development has produced fibers with high tenacity and modulus to give the super-fibers now used as industrial materials. The more aesthetic and comfortable modern lifestyle has given rise to improved Shin-gosen and it is this springboard that leads on to 'fibers for the next millennium', the subject of a new chapter. Another new chapter examines the resurgence of synthetic cellulose since 1990, in particular the various solvent-spun fibers of the Lyocell and Tencell families.

In this book, Sarita Maybin shares practical tools for transforming uncomfortable conversations into constructive communication. With real situations, real solutions, and relatable stories, she reveals how to work together better. In her first book If You Can't Say Something Nice, What DO You Say? she answered that perpetually perplexing question. Say What You Mean in a Nice Way continues the conversation and adds fresh insights related to the dialogue dilemmas of communicating online.

Shortlisted for the 2021 Booker Prize Longlisted for the 2021 National Book Award for Fiction A heartrending new novel from the Pulitzer Prize-winning and #1 New York Times best-selling author of The Overstory. Named one of the Most Anticipated Books of 2021 by Newsweek, Los Angeles Times, New York Magazine, Chicago Tribune, BuzzFeed,

BookPage, Goodreads, Literary Hub, The Millions, New Statesman, and Times of London The astrobilologist Theo Byrne searches for life throughout the cosmos while single-handedly raising his unusual nine-year-old, Robin, following the death of his wife. Robin is a warm, kind boy who spends hours painting elaborate pictures of endangered animals. He's also about to be expelled from third grade for smashing his friend in the face. As his son grows more troubled, Theo hopes to keep him off psychoactive drugs. He learns of an experimental neurofeedback treatment to bolster Robin's emotional control, one that involves training the boy on the recorded patterns of his mother's brain... With its soaring descriptions of the natural world, its tantalizing vision of life beyond, and its account of a father and son's ferocious love, Bewilderment marks Richard Powers's most intimate and moving novel. At its heart lies the question: How can we tell our children the truth about this beautiful, imperiled planet?

In High Tech and High Touch, James E. Coverdill and William Finlay invite readers into the dynamic world of headhunters, personnel professionals who acquire talent for businesses and other organizations on a contingent-fee basis. In a high-tech world where social media platforms have simplified direct contact between employers and job seekers, Coverdill and Finlay acknowledge, it is relatively easy to find large numbers of apparently qualified candidates. However, the authors demonstrate that headhunters serve a valuable purpose in bringing high-touch search into the labor market: they help parties on both sides of the transaction to define their needs and articulate what they have to offer. As well as providing valuable information for sociologists and economists, High Tech and High Touch demonstrates how headhunters approach practical issues such as identifying and attracting candidates; how they solicit, secure, and evaluate search assignments from client companies; and how they strive to broker interactions between candidates and clients to maximize the likelihood that the right people land in the right jobs.

Schedule constraints and other complicating factors can make face-to-face educational methods inadequate to the needs of learners. Thus, blended learning has emerged as a compromise that reconciles the need for high-tech and high-touch learning and teaching interactions. Transcultural Blended Learning and Teaching in Postsecondary Education educates readers across nations and cultures and strengthens their understanding of theories, models, research, applications, best practices, and emerging issues related to blended learning and teaching through a holistic and transcultural perspective. This research volume serves as a valued resource for faculty, administrators, and leaders in postsecondary institutions to plan, develop, implement, and evaluate blended learning programs and courses. It also provides researchers with the latest research in transcultural blended learning and teaching theories, findings, best practices, and emerging trends.

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