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Nota di contenuto   Preface; Contents; Figures; Tables; Summary; Acknowledgments; Acronyms; CHAPTER ONE- Introduction; Background; Objectives of This Report; Approach; CHAPTER TWO- Definitions and Methodology; Videoconferencing, Audioconferencing, and Computer-Mediated Communication; Relating the Types of Mediated Communications; Reconciling Findings Over a Period of TechnologicalChange; Search and Synthesis Methods; CHAPTER THREE- Virtual Versus Face-to-Face Collaboration: A Survey of the Literature; A Framework for Reporting Effects; Contextual Differences Between Face-to-Face and Mediated Collaboration
Process Differences Between Face-to-Face and Virtual CollaborationsOutcome Differences Between Face-to-Face and Virtual Collaborations; Summary; CHAPTER FOUR- Mitigating Problems and Exploiting the Benefits of Mediated Communication; Broad Observations; Tactics for Mitigating Problems; A Strategy for Choosing the Best Medium for Virtual Collaboration; CHAPTER FIVE- Where Next?; Keeping Up with Technology; Developing Better Conceptual Models; Research Needed; Training Needed; Opportunities; Bibliography

Sommario/riassunto   A summary of the research literature on how the processes and outcomes of virtual, or mediated, collaborations are affected by the communication medium (videoconferencing, audioconferencing, or

computer-mediated conferencing); a discussion of ways to mitigate problems in such collaboration; and a suggested strategy for choosing the most effective medium, including face-to-face communication and hybrid systems, as a function of task and context.