Challenges in Virtual Collaboration: Videoconferencing Audioconferencing and Computer--Mediated Communications

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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.

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