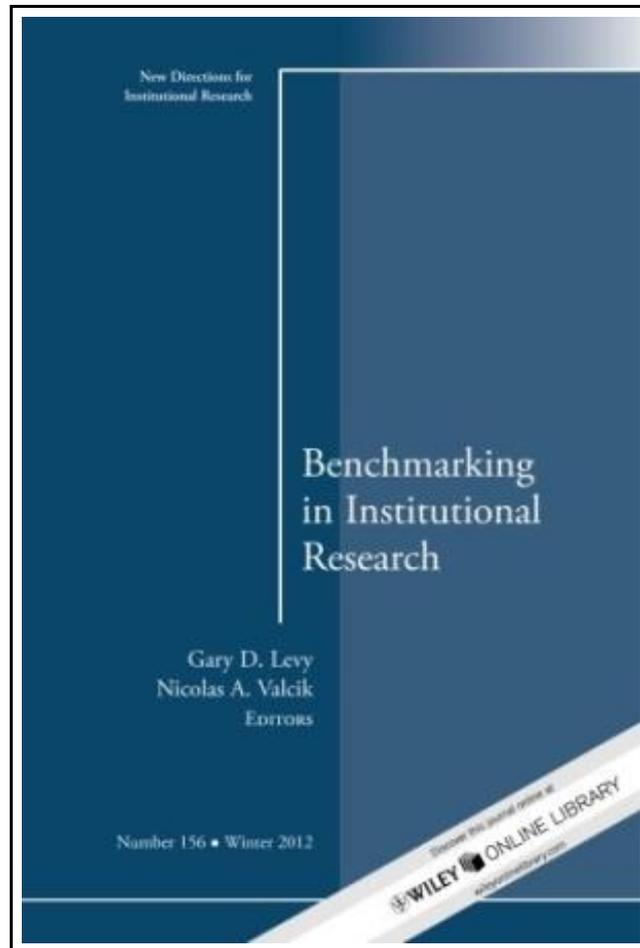


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BENCHMARKING IN INSTITUTIONAL RESEARCH: NEW DIRECTIONS FOR INSTITUTIONAL RESEARCH



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