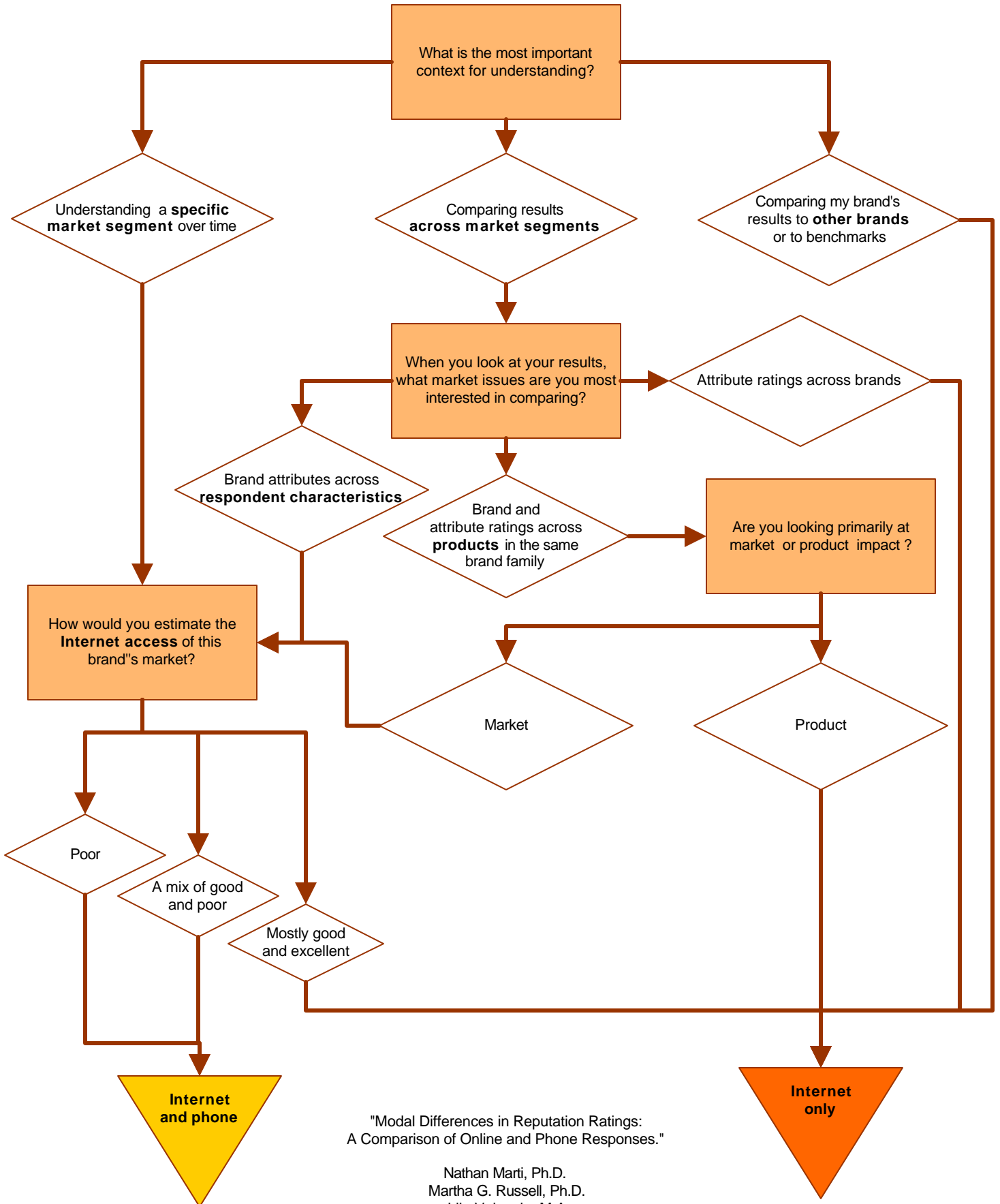


DECISION PATHWAY FOR RESPONSE MODE



"Modal Differences in Reputation Ratings:
A Comparison of Online and Phone Responses."

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