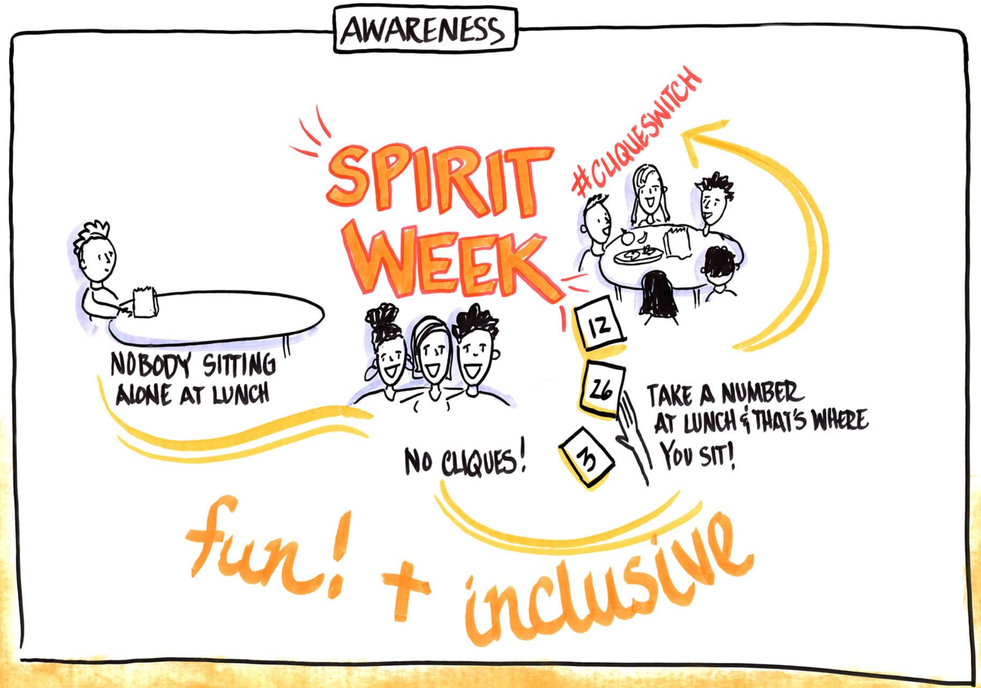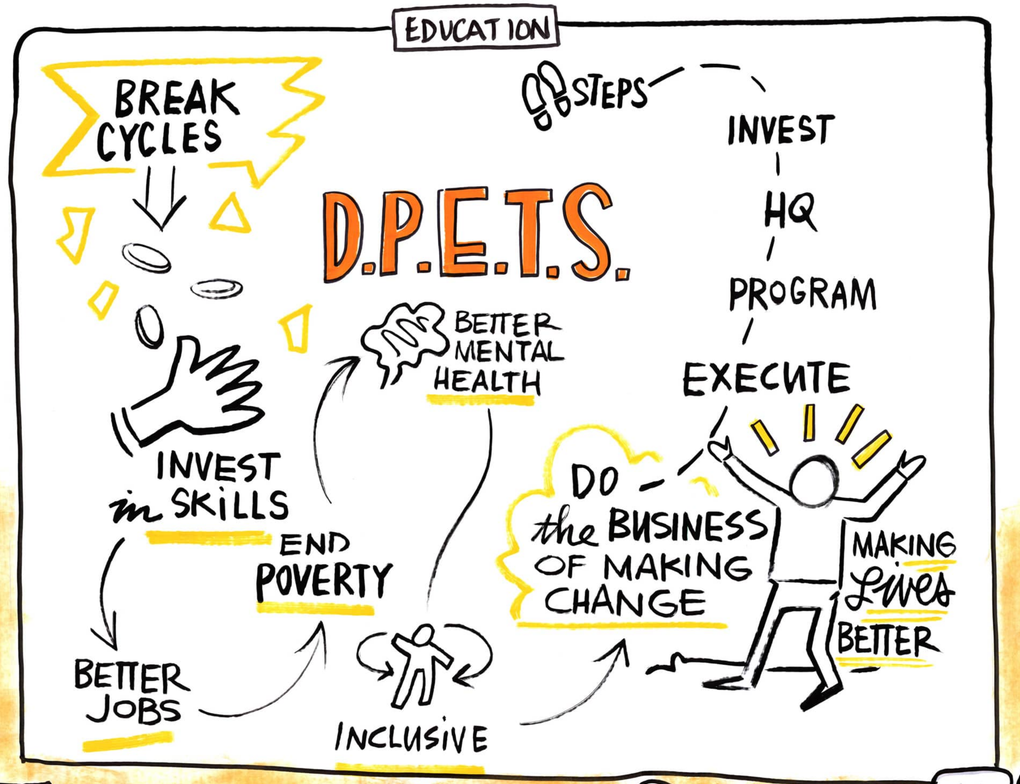IMPROVING LEARNING ENVIRONMENTS