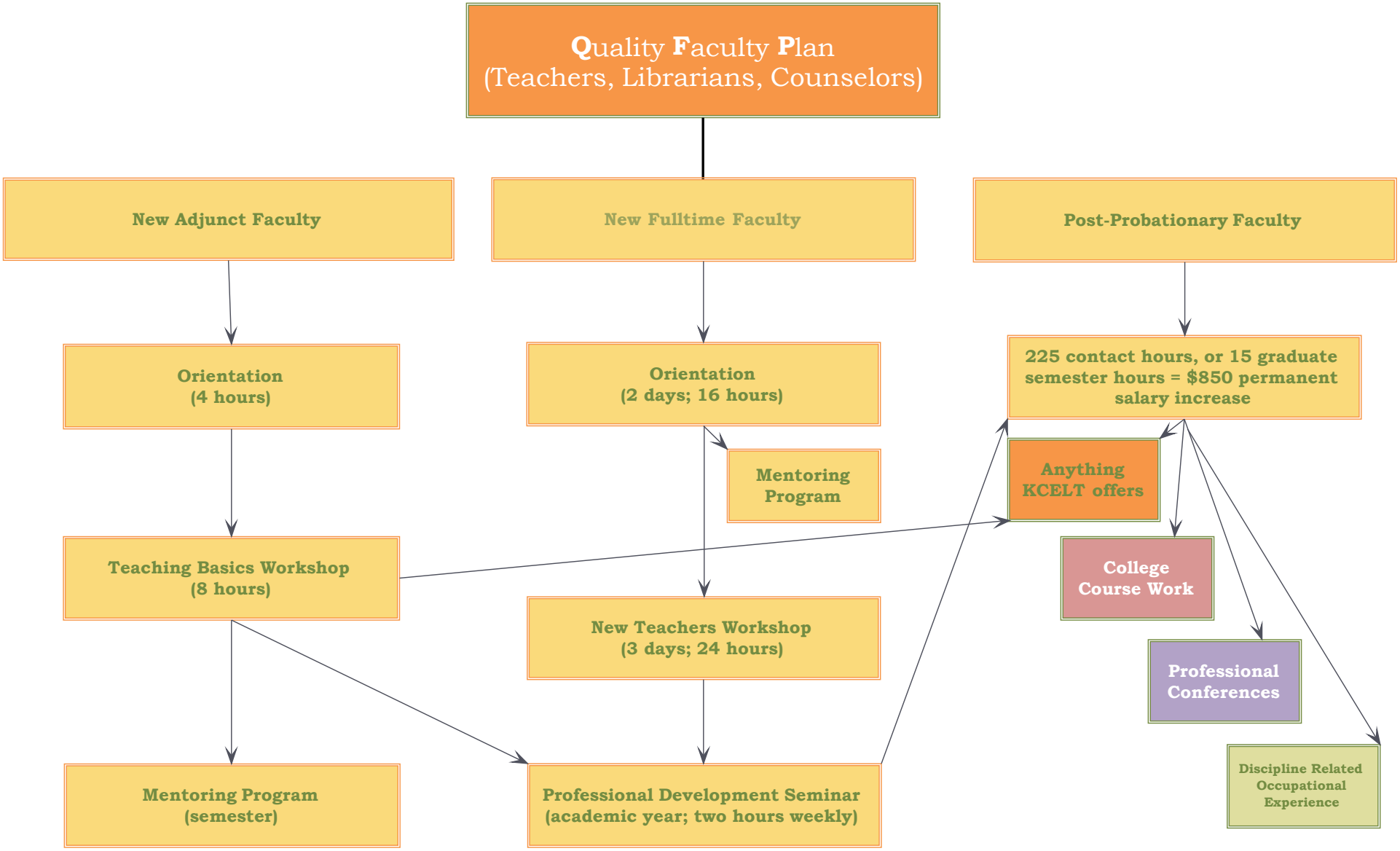Assuring quality in the classroom