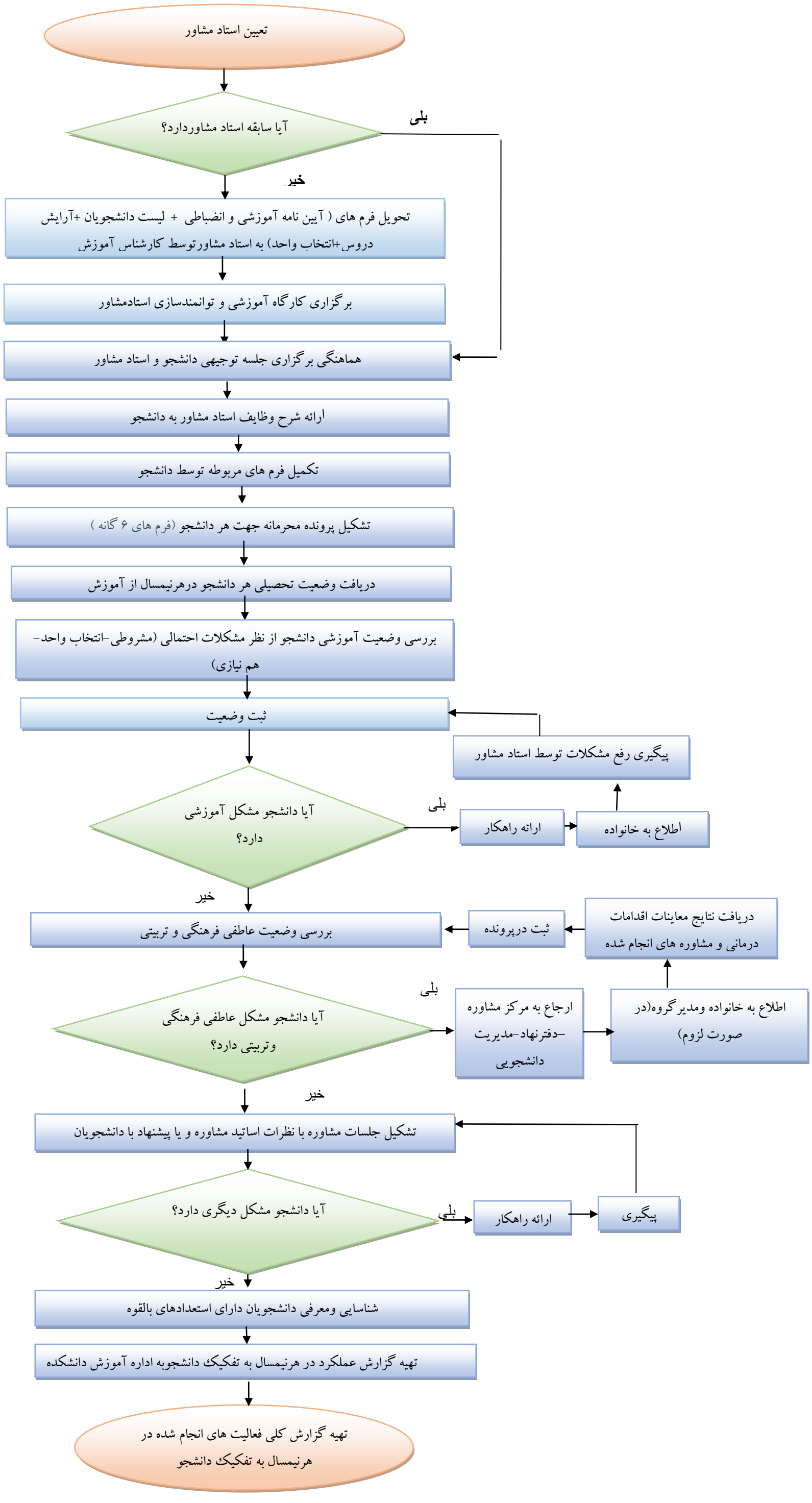فرایند مشاور امور تحصیلی