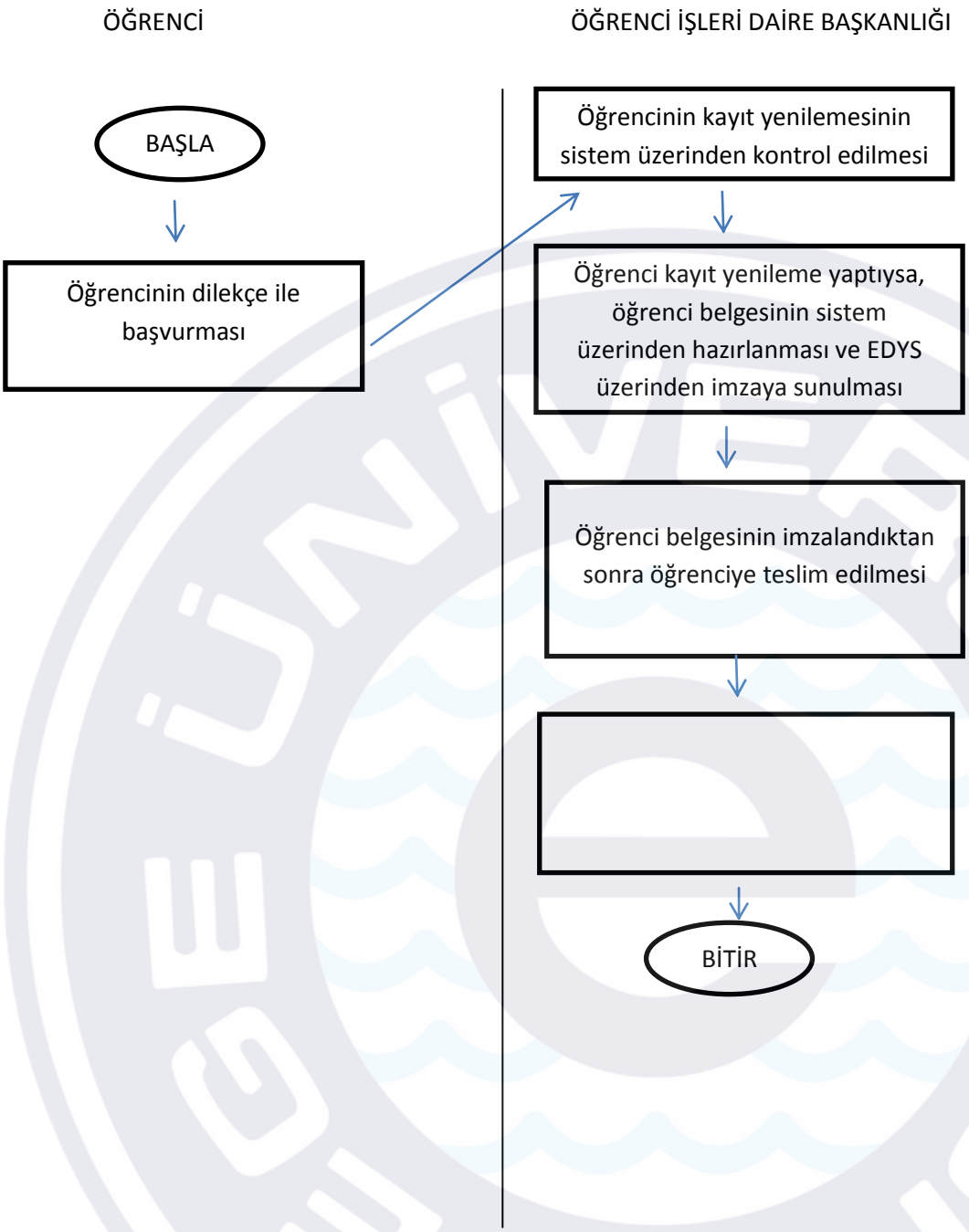Öğrenci Belgesi İşlemleri İş Akış Süreci