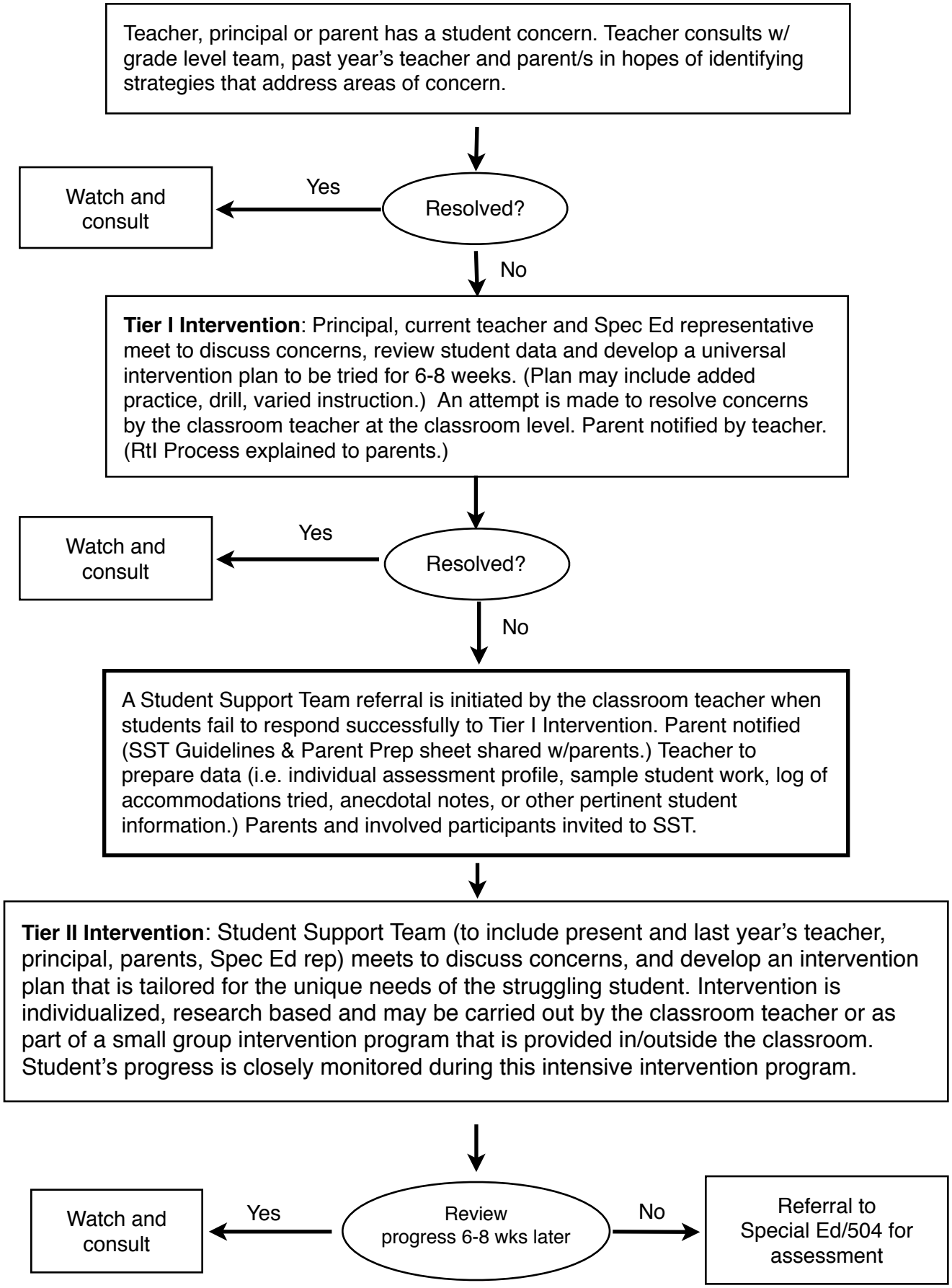The Student Support Team Process