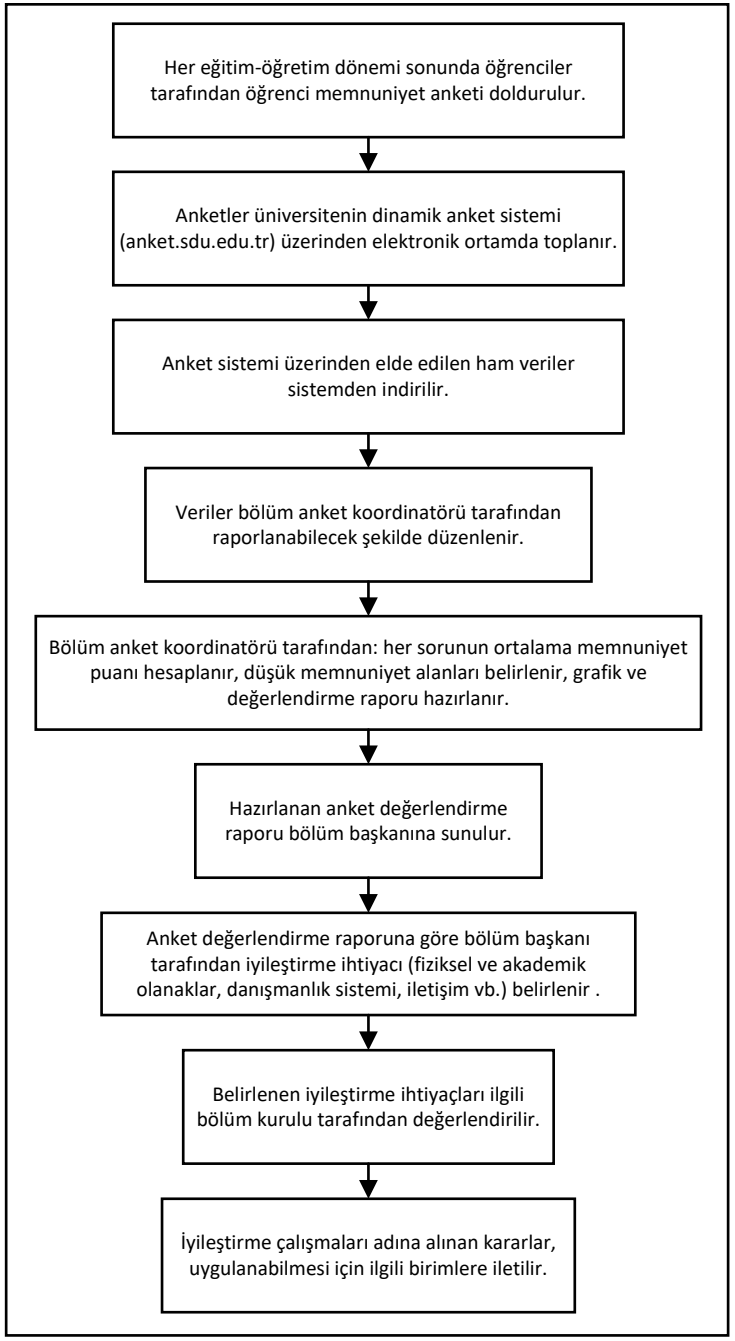Öğrenci Memnuniyet Anketi İş Akış Şeması