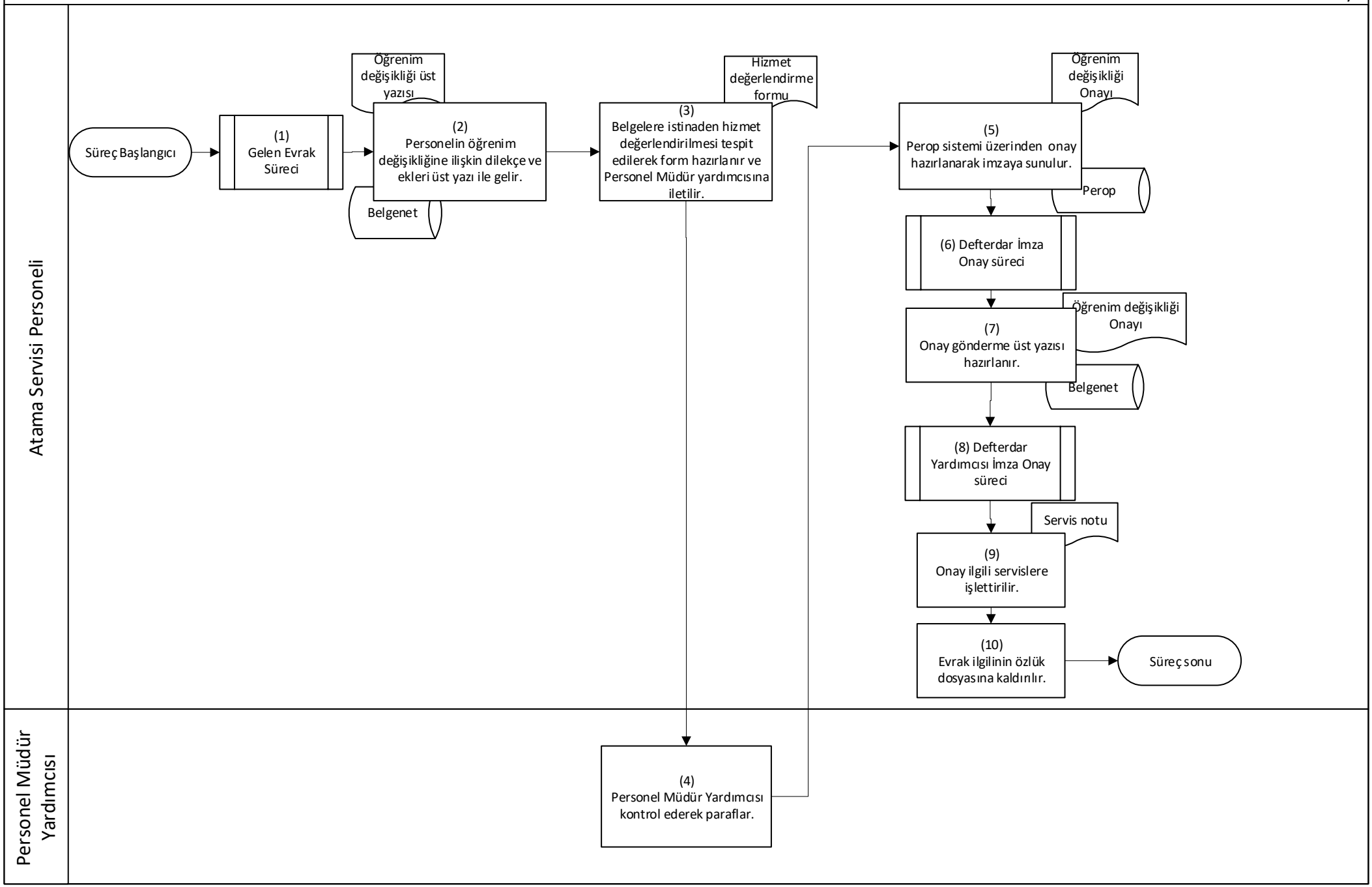Öğrenim Değişikliği İşlem Süreci