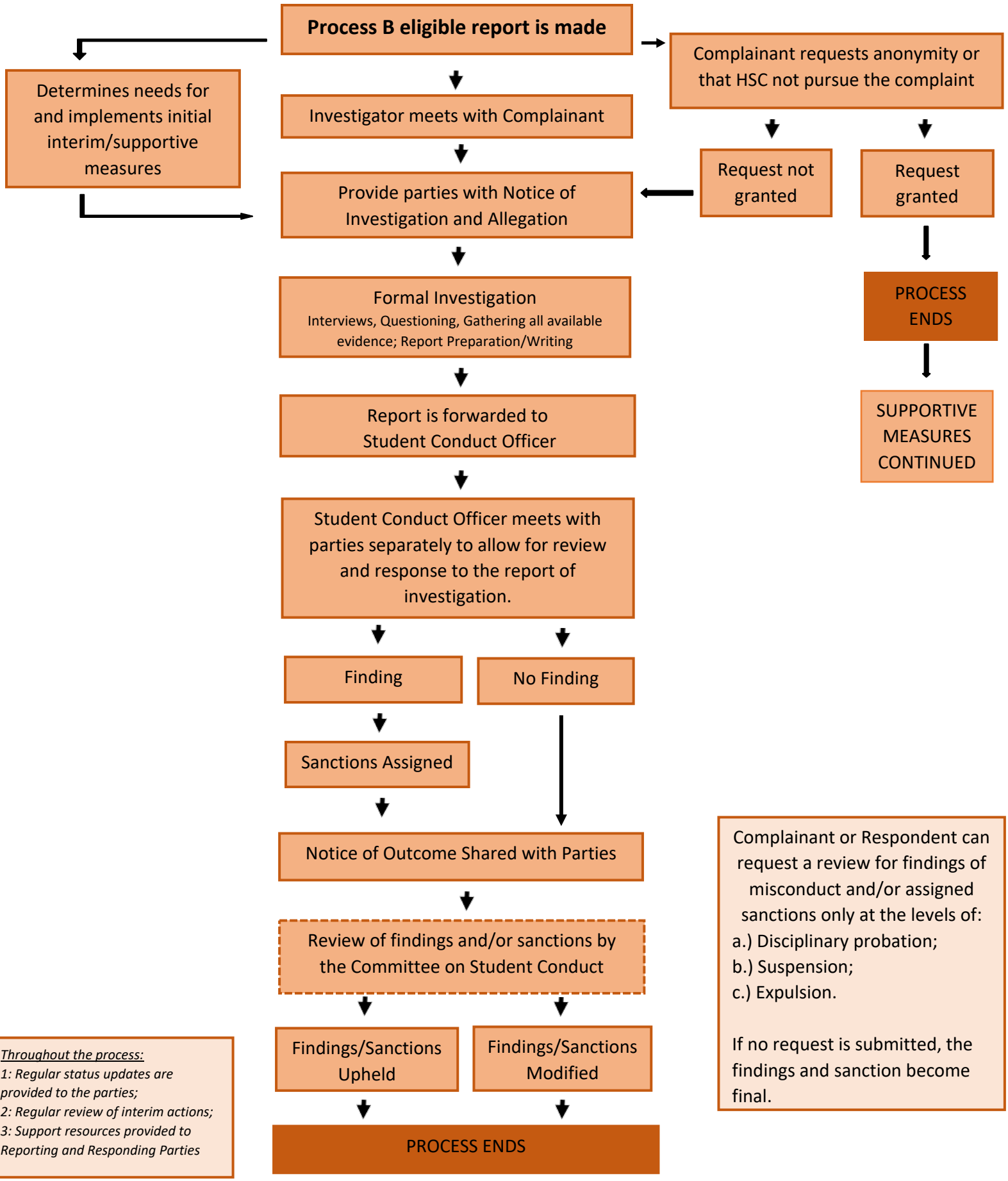"PROCESS B" FLOW CHART (STUDENT RESPONDENT)