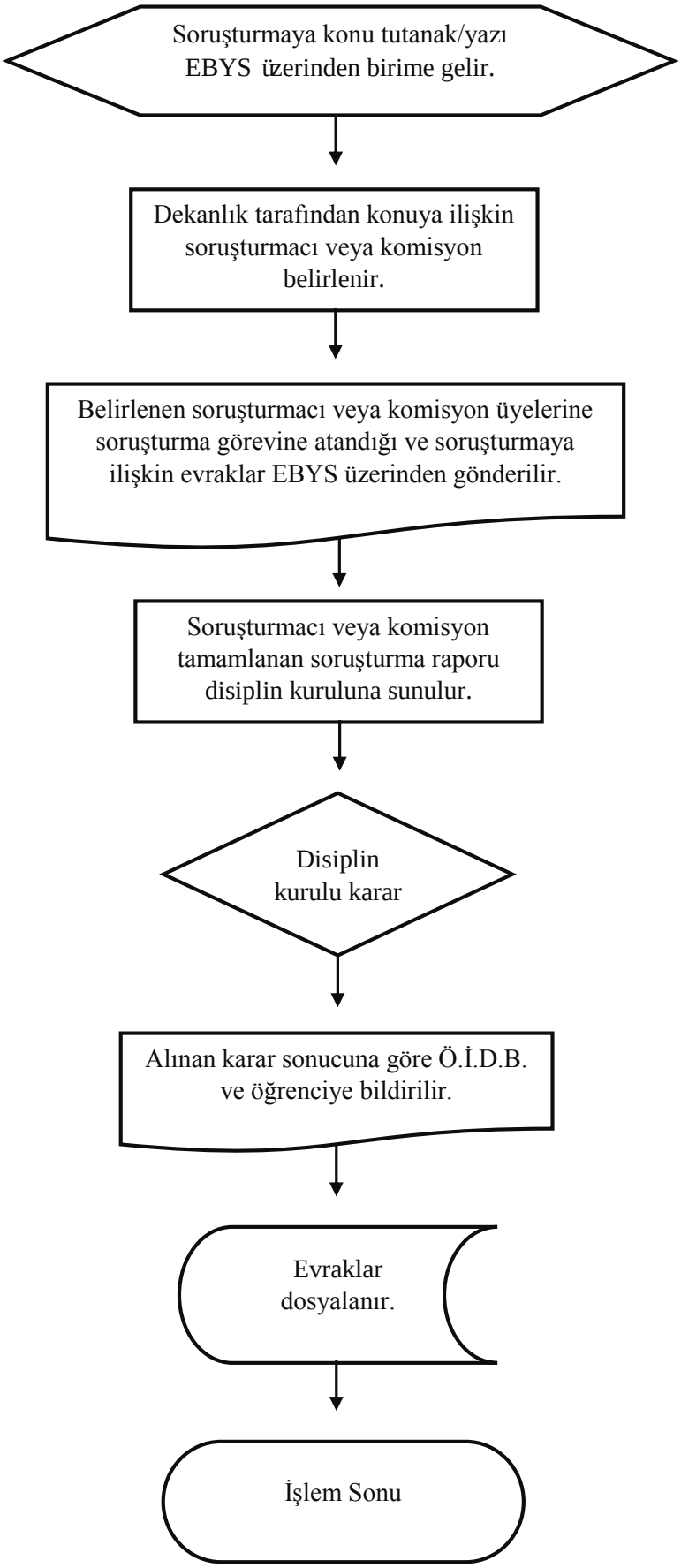ÖĞRENCİ SORUŞTURMA İŞLEMLERİ