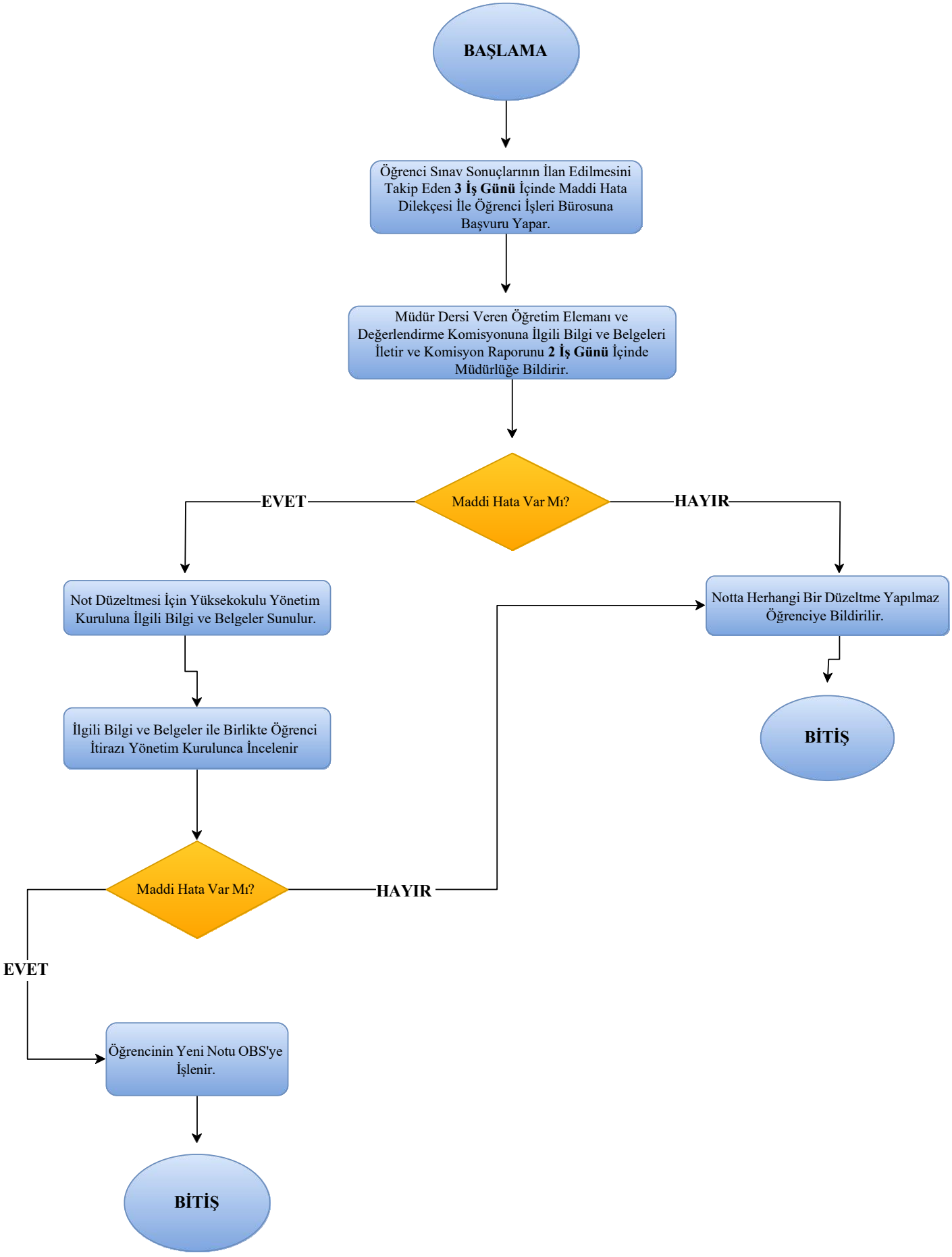Öğrenci Maddi Hata Dilekçesi İş Akışı