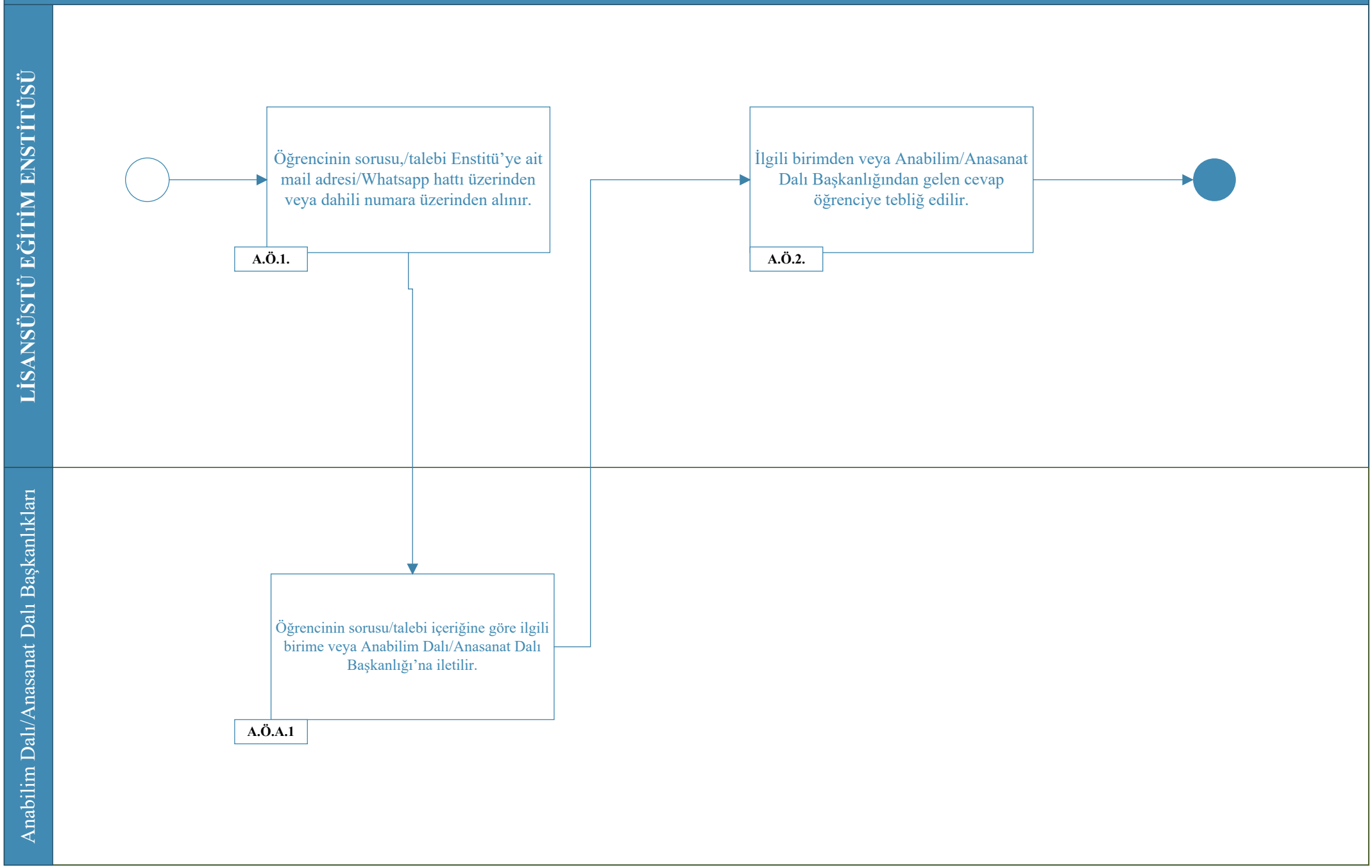İA.ENS.022-ÖĞRENCİ - ADAY ÖĞRENCİ SORULARININ CEVAPLANMASI VE TALEPLERİNİN KARŞILANMASI İŞ AKIŞI