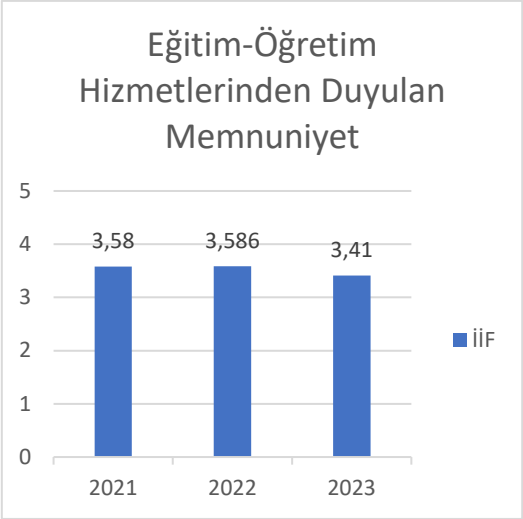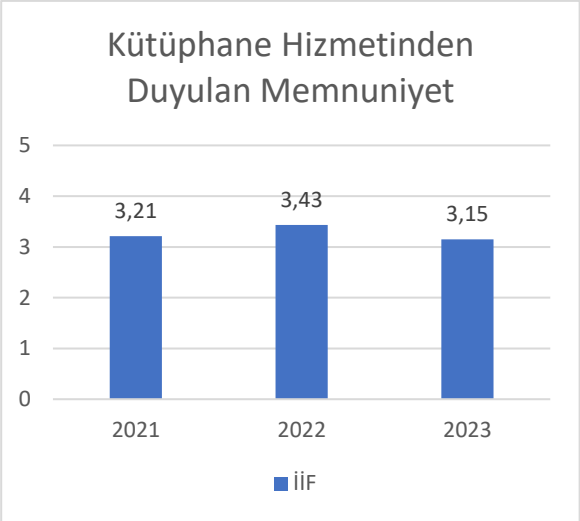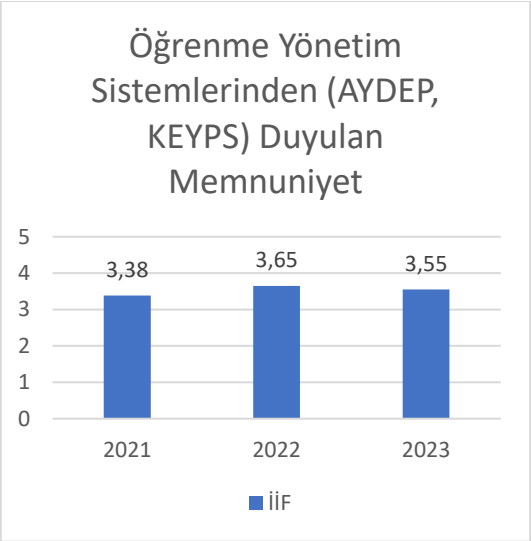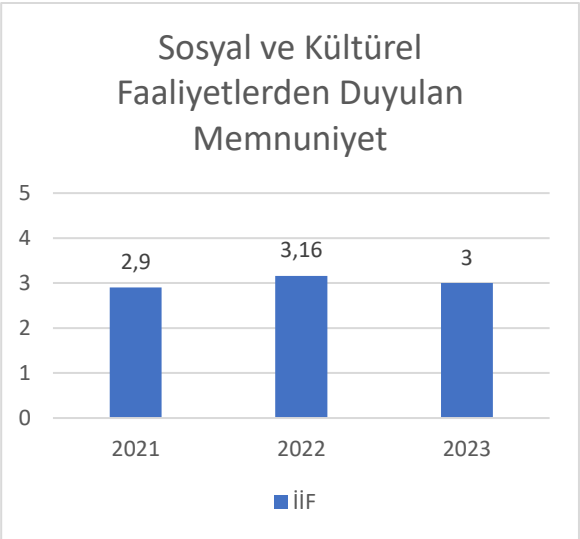Öğrenci Memnuniyet Anketi