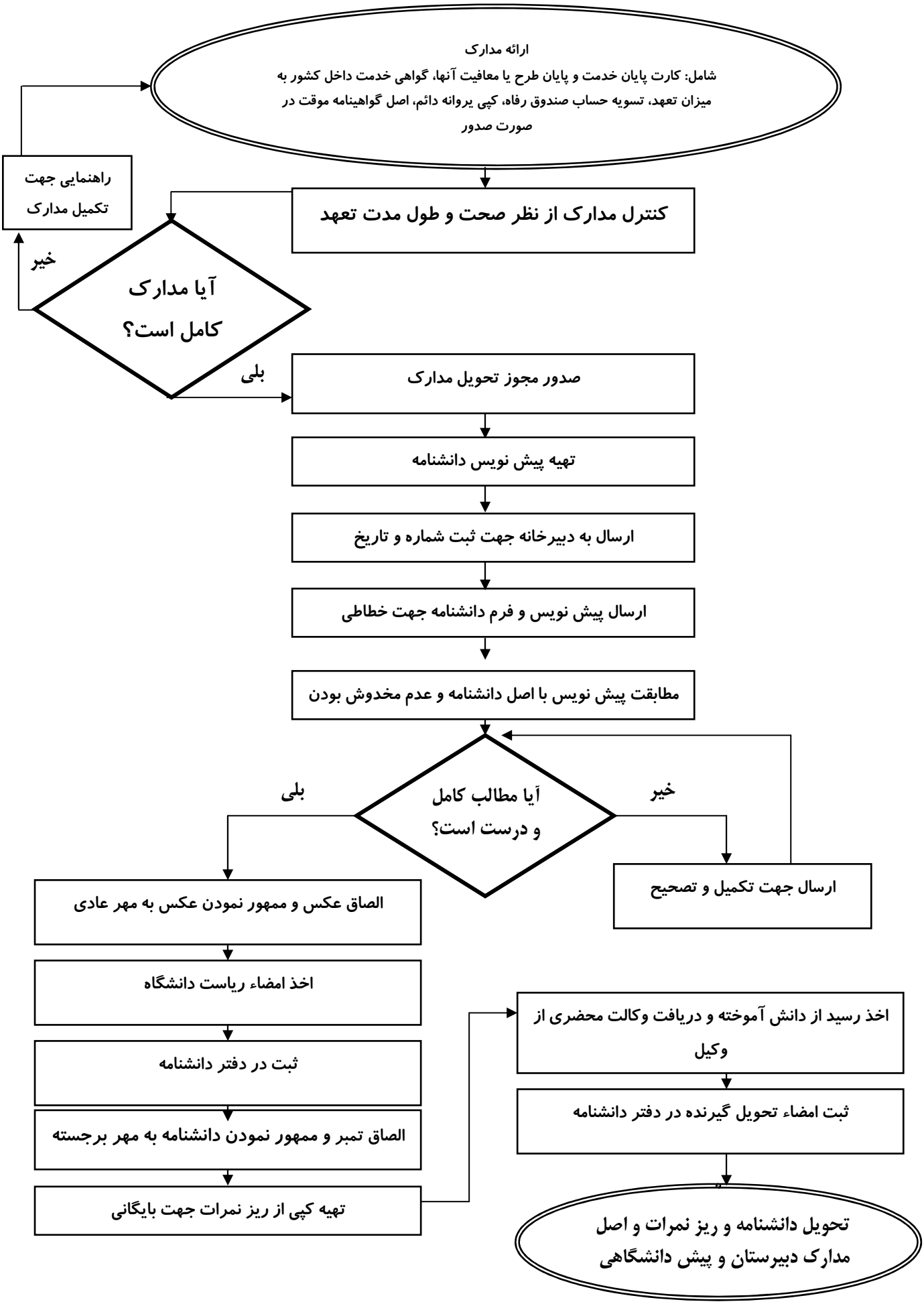« فرآیند صدور دانشنامه »