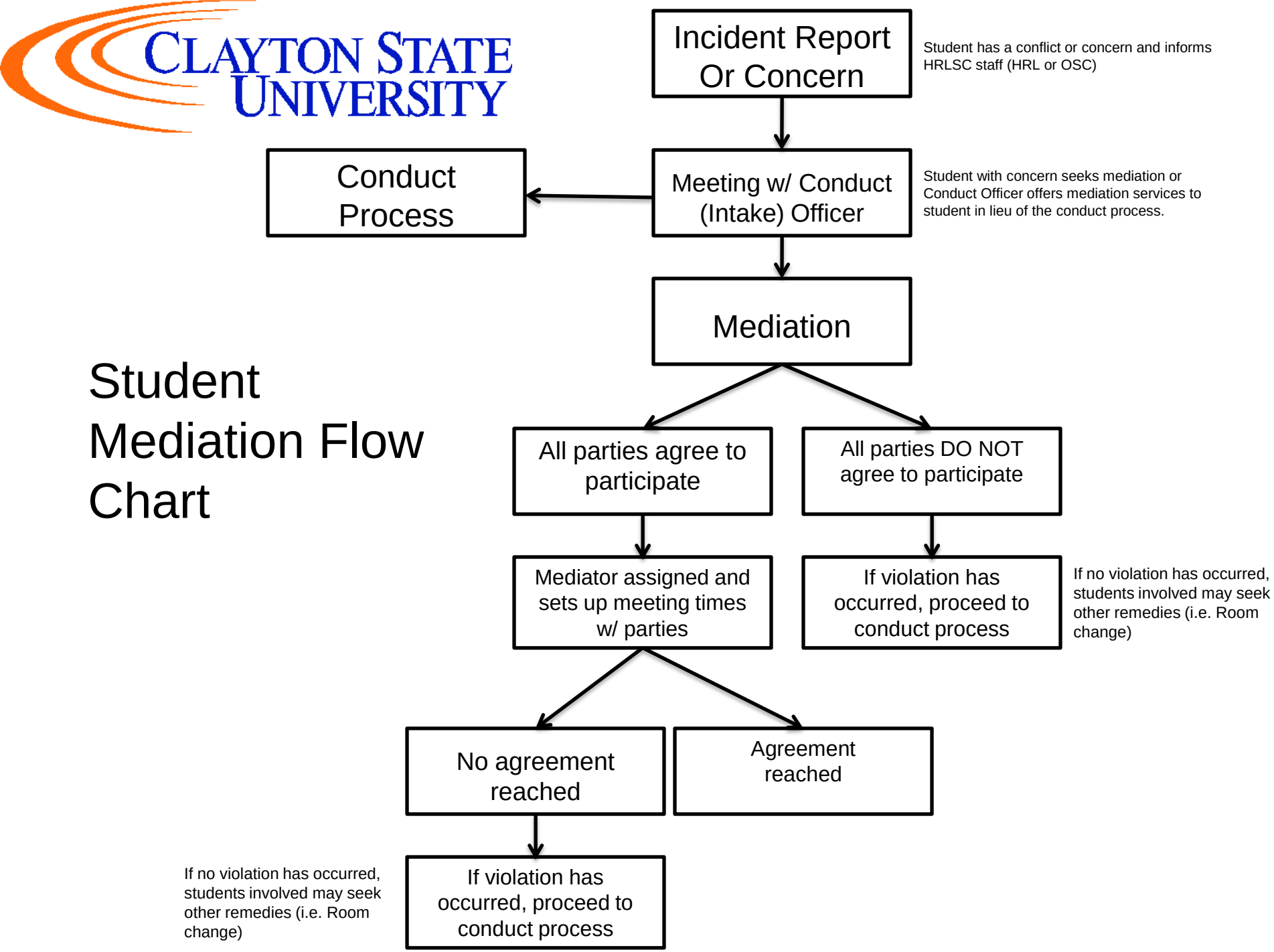Student Mediation Flow Chart