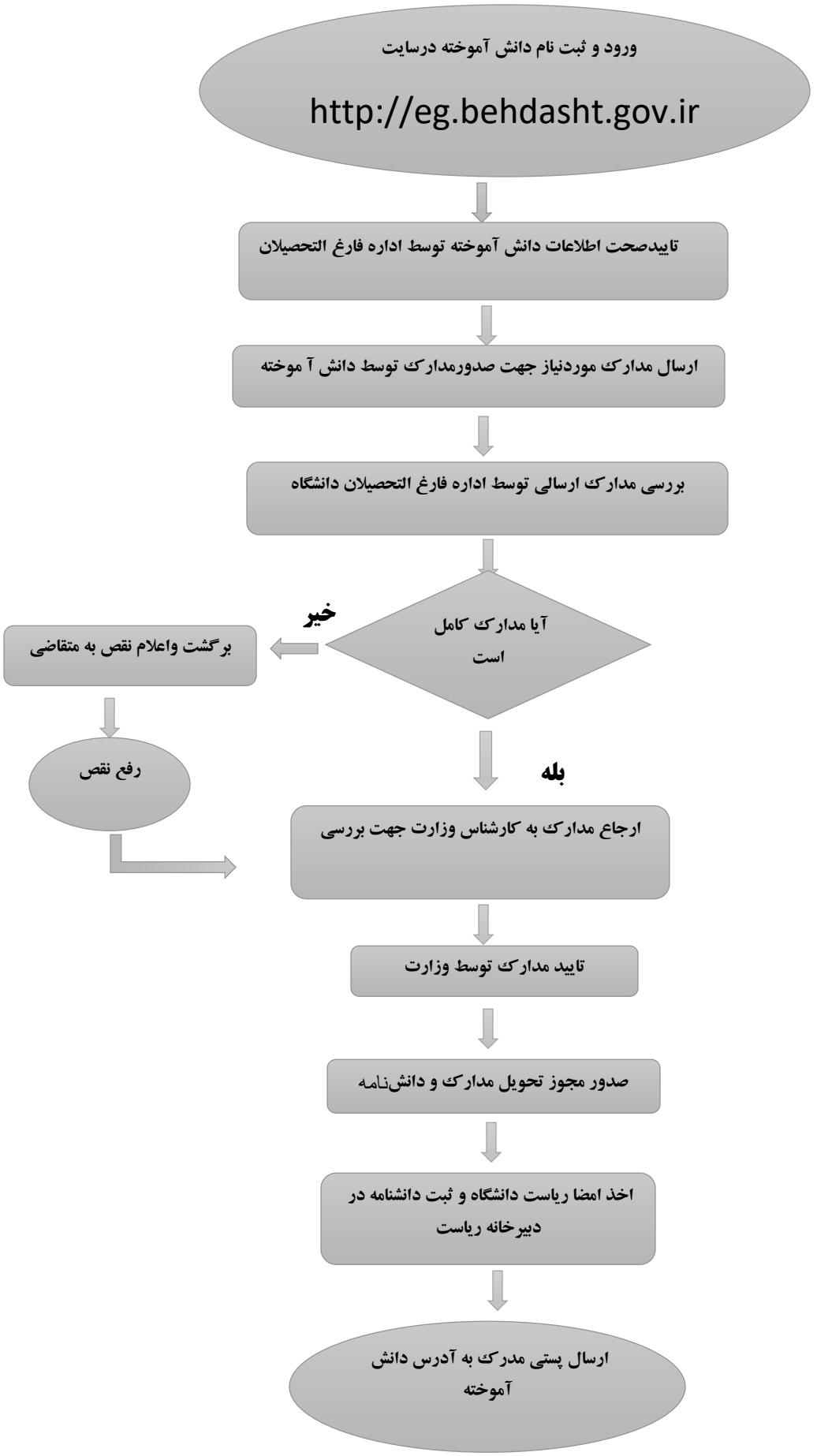فرآیند صدور دانشنامه