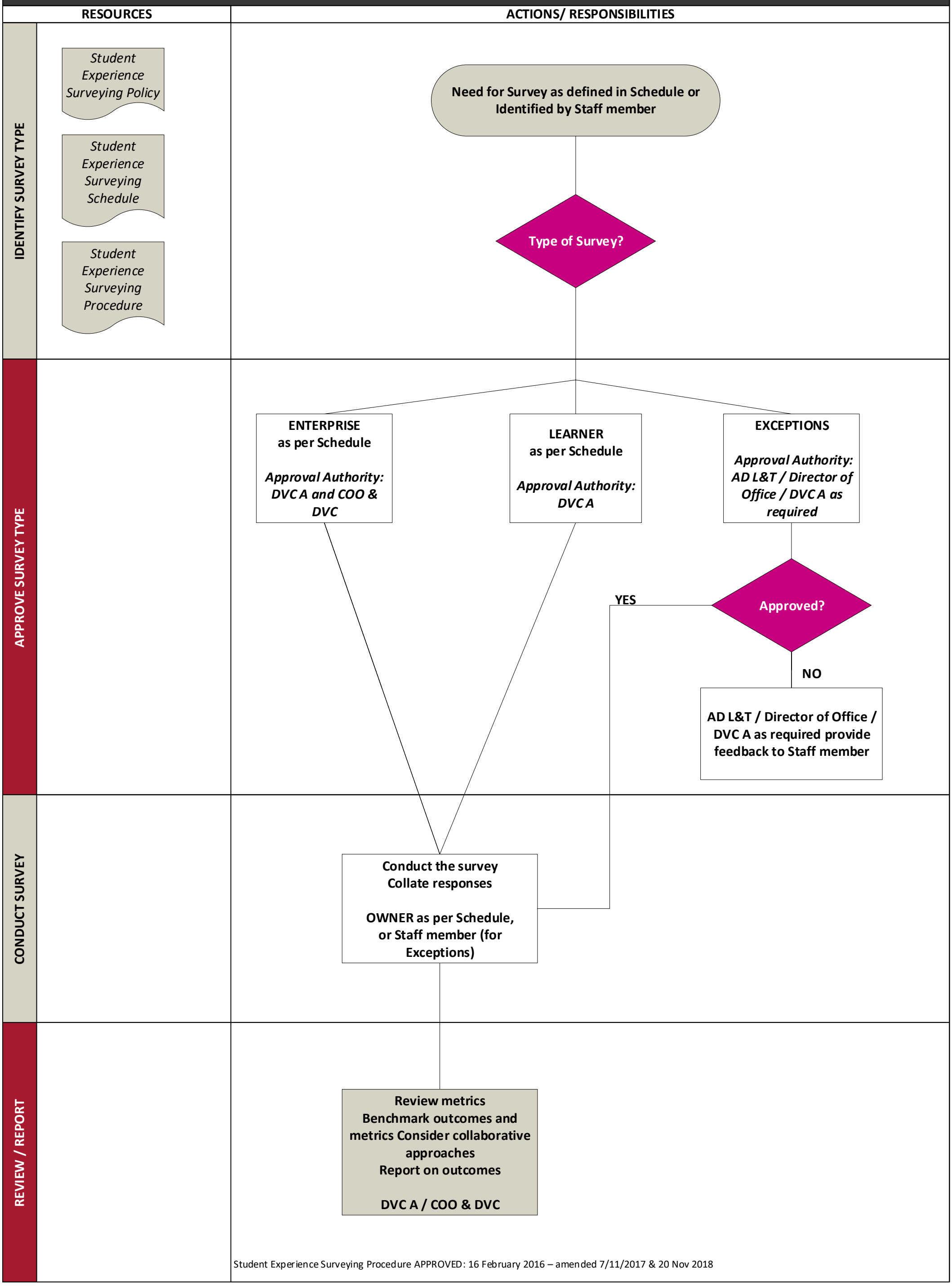STUDENT EXPERIENCE SURVEYING PROCEDURE – Flowchart