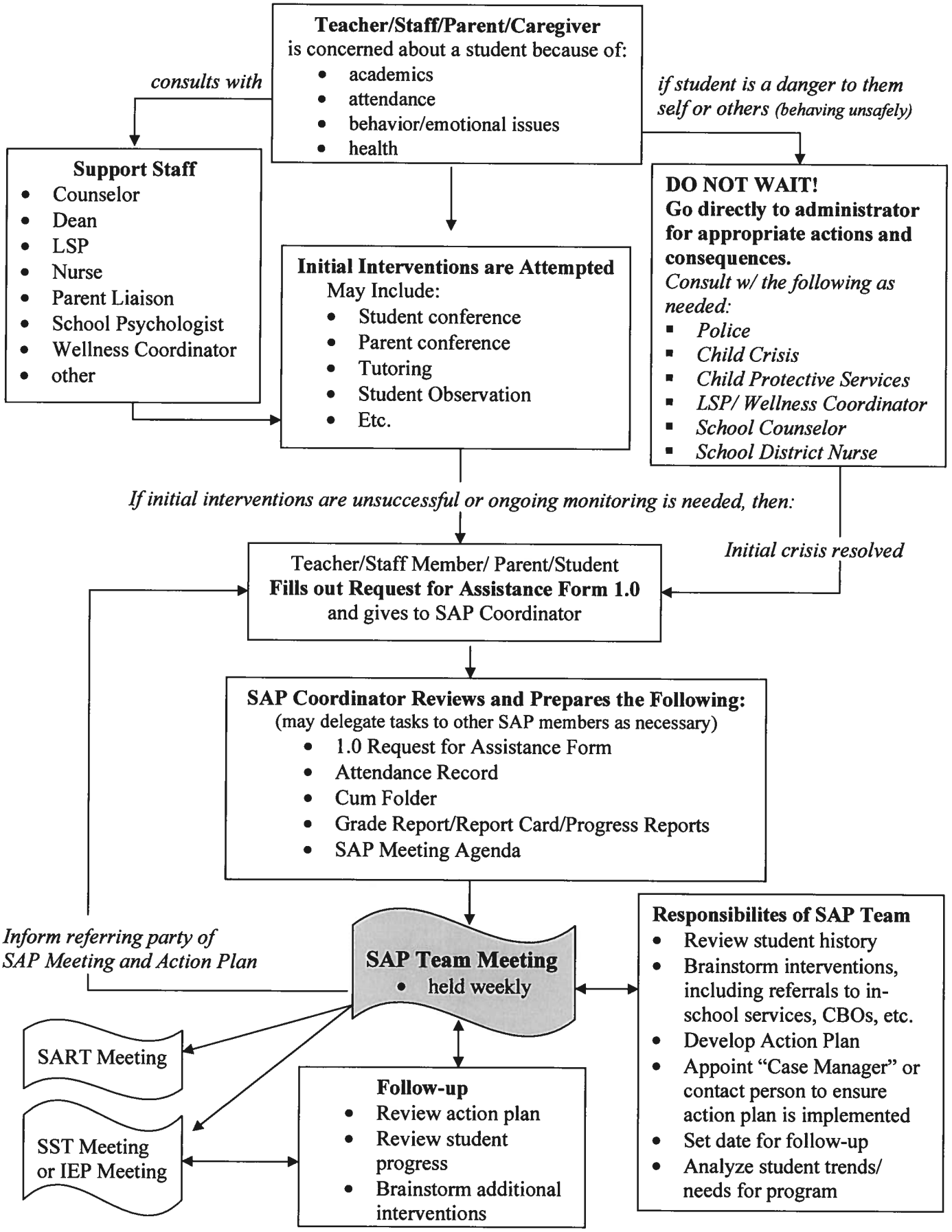Student Assistance Program (SAP) Flowchart