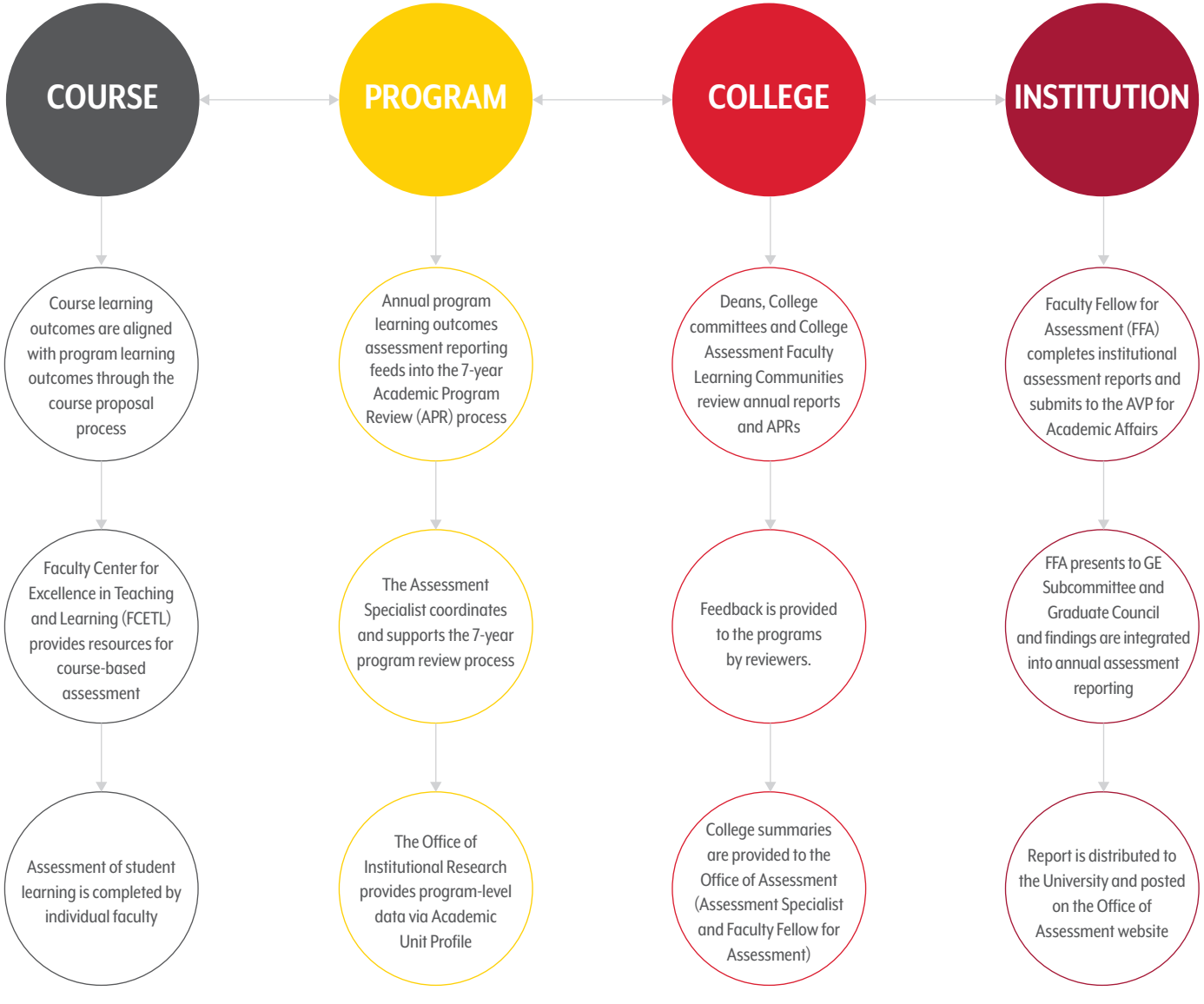INSTITUTIONAL ACADEMIC ASSESSMENT PROCESS