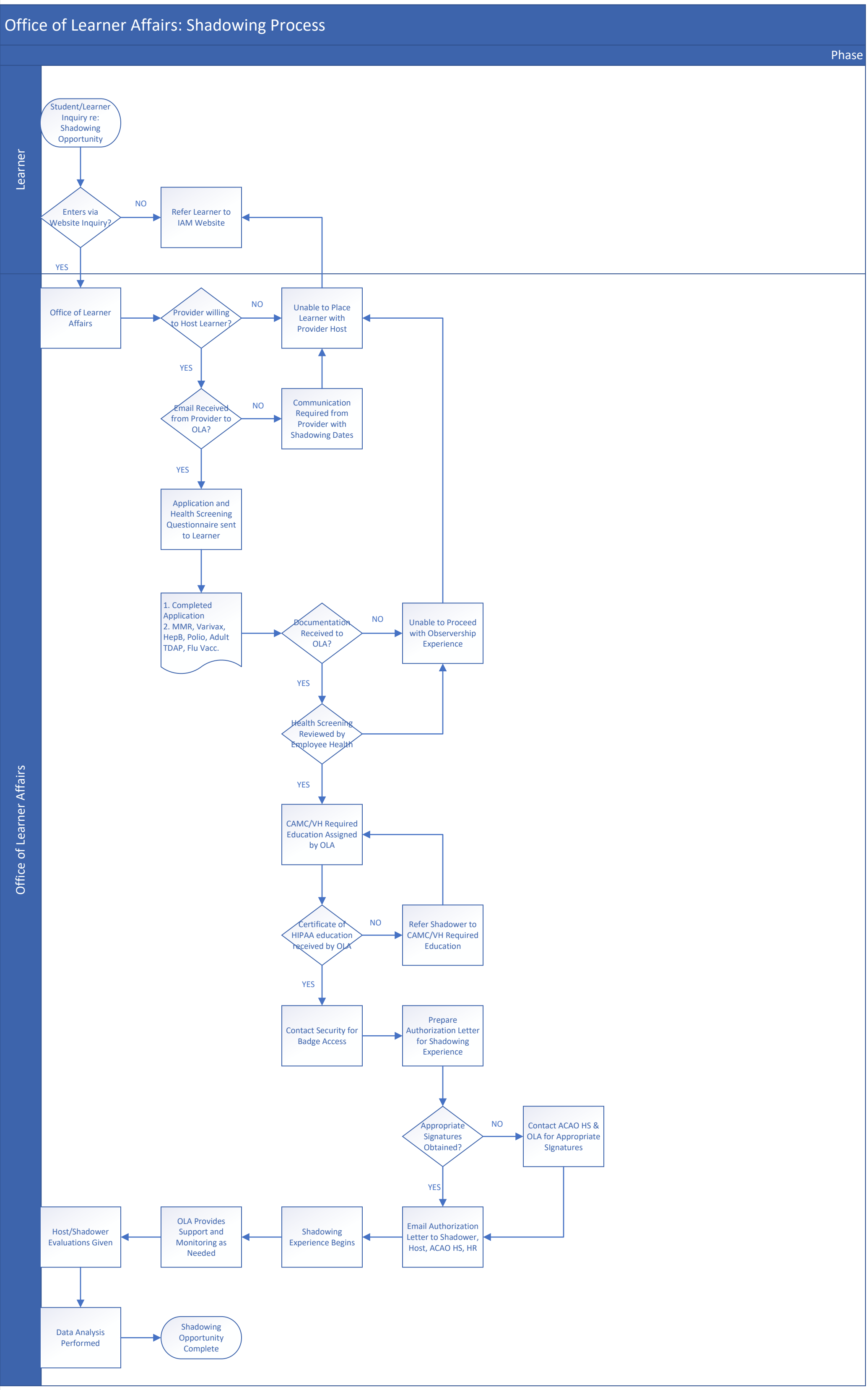Office of Learner Affairs: Shadowing Process