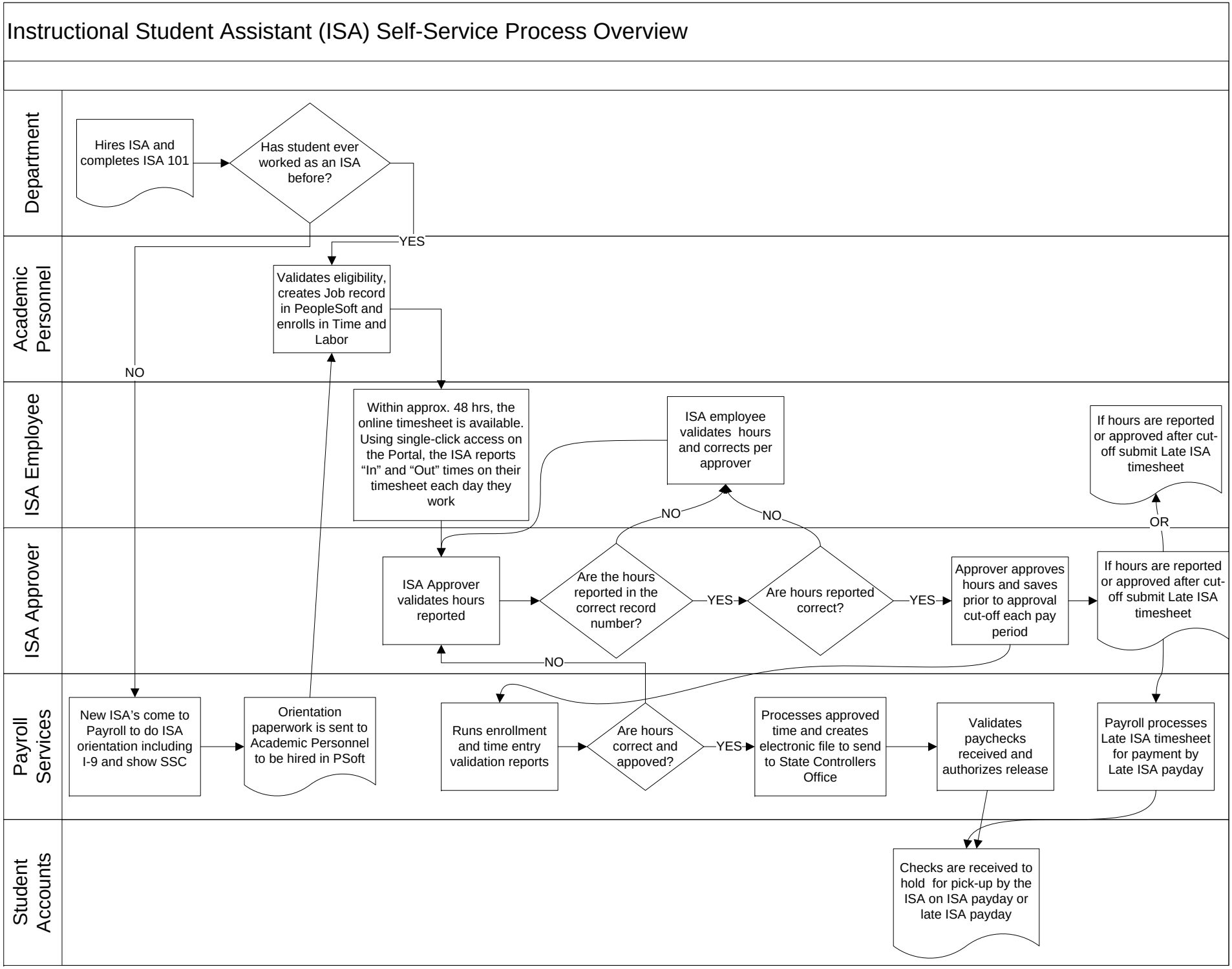Instructional Student Assistant (ISA) Self-Service Process Overview