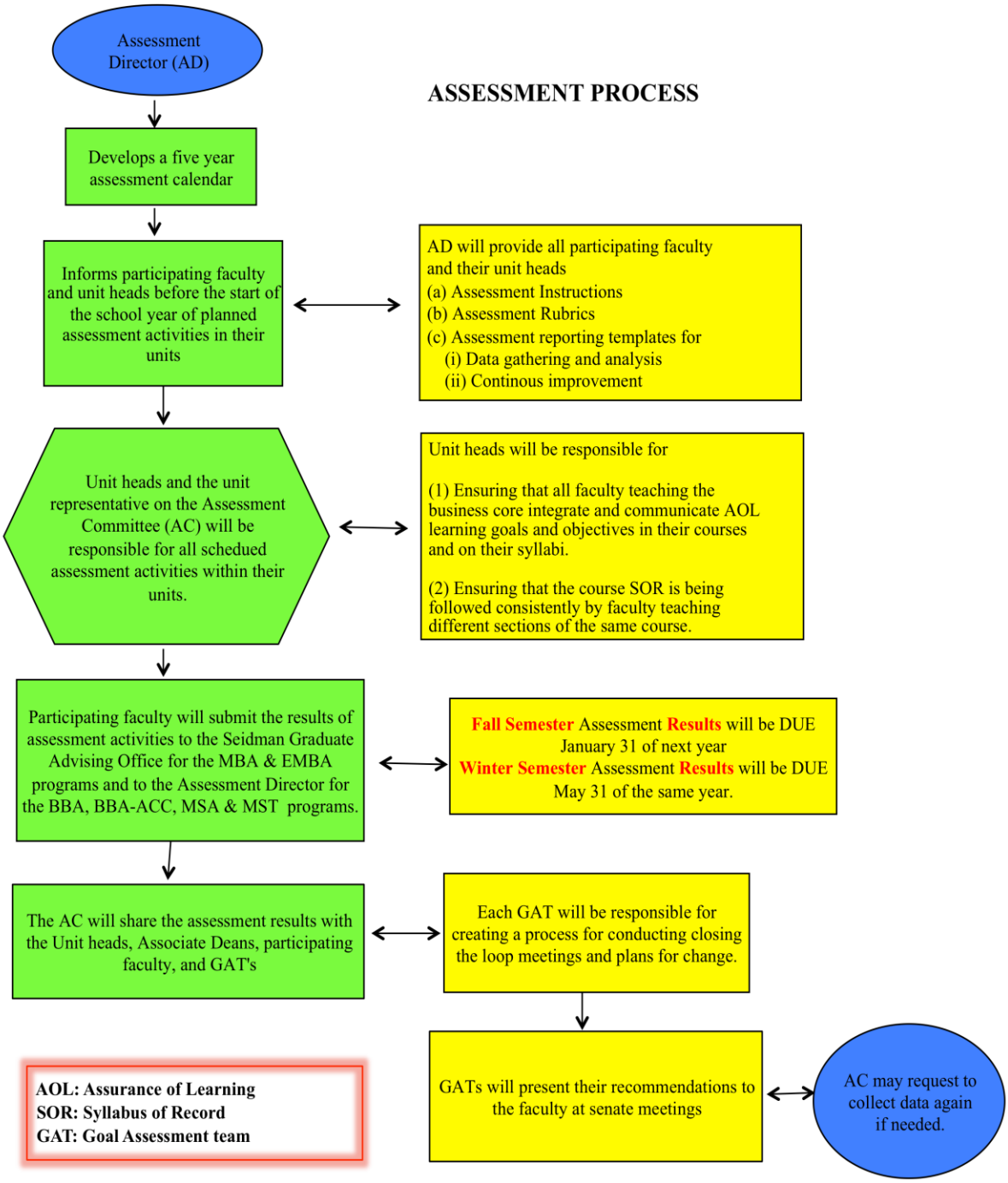ASSESSMENT PROCESS