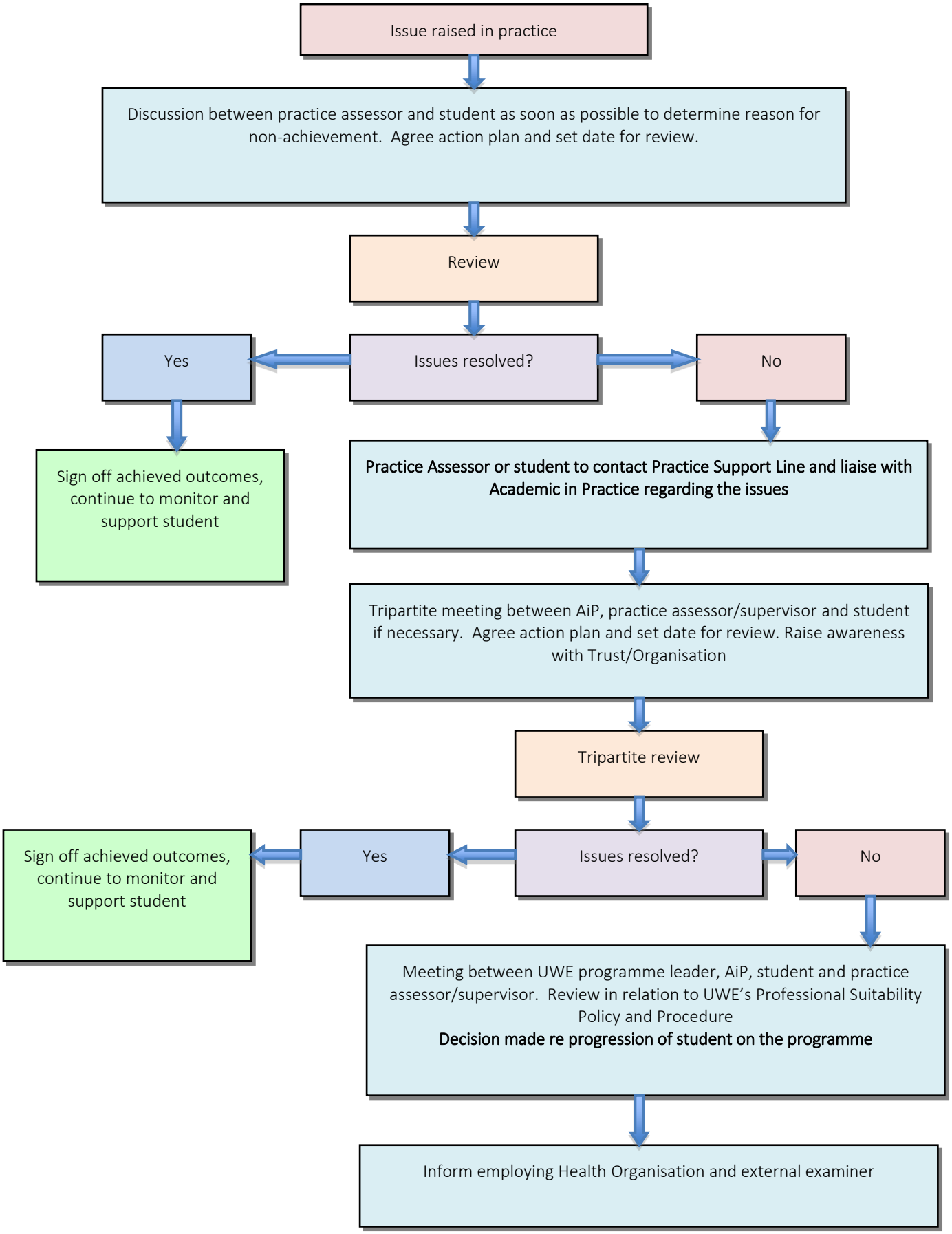PROCESS OF SUPPORT FOR STUDENTS EXPERIENCING ISSUES IN PRACTICE