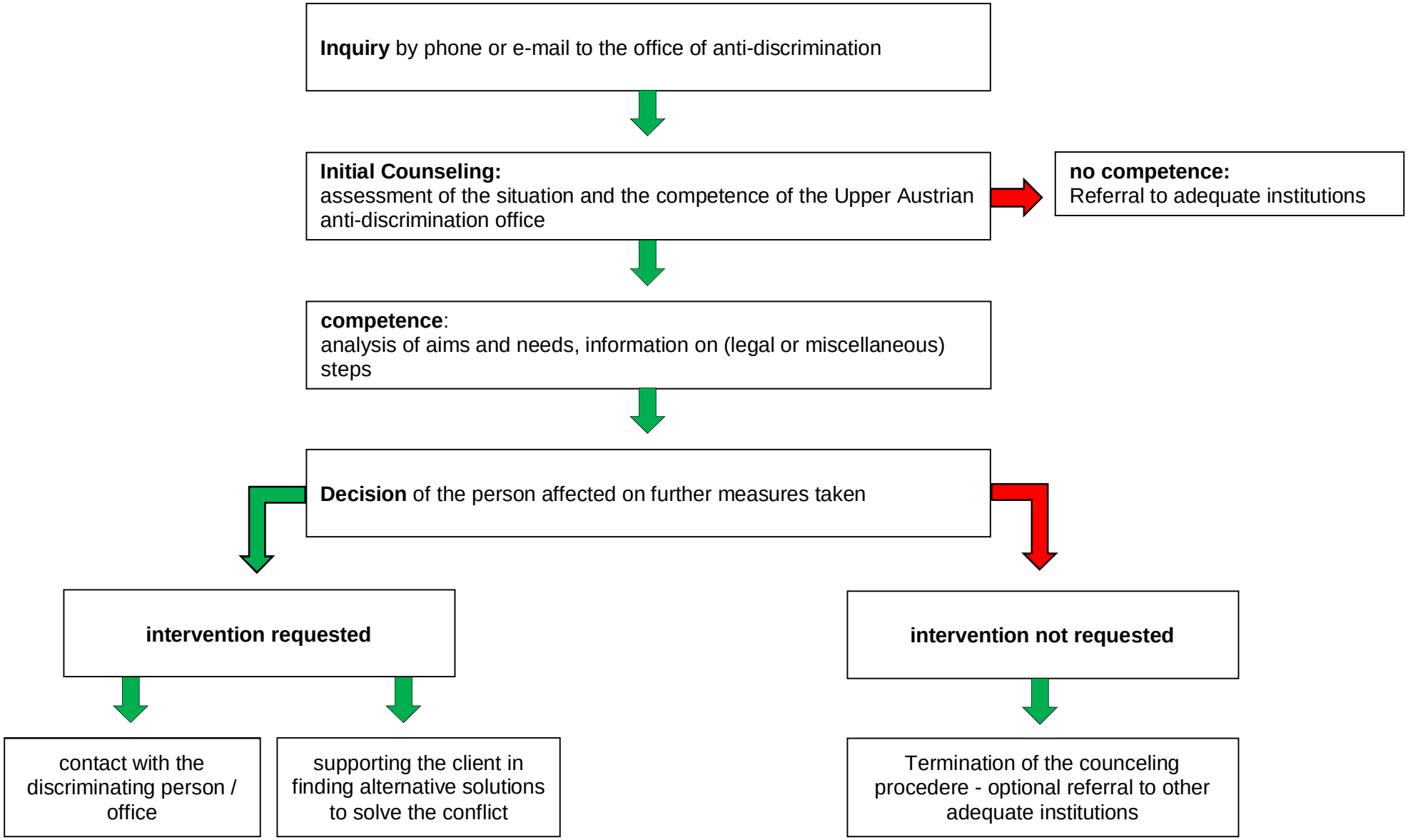Counseling process