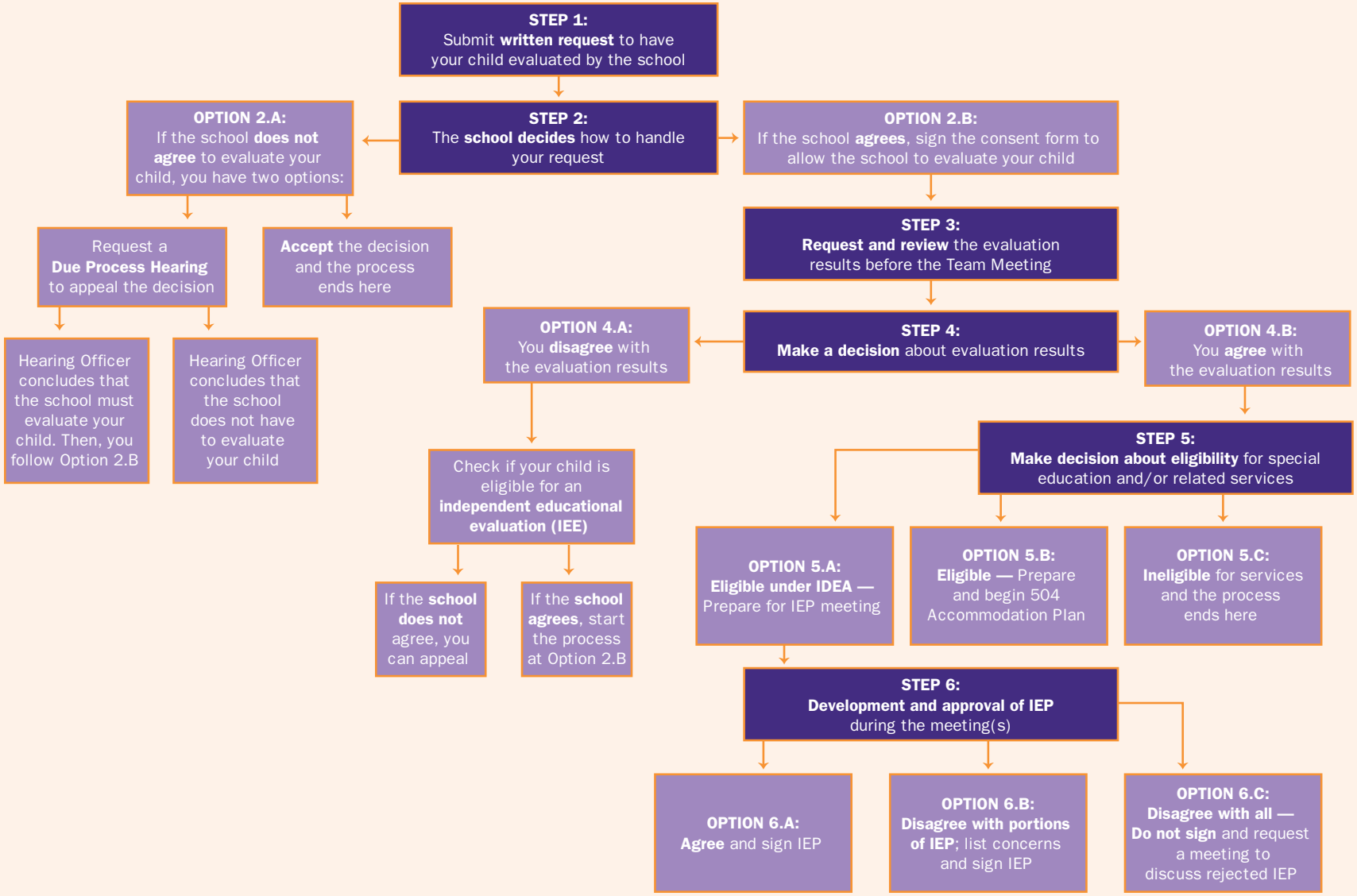The special education process: Step-by-step diagram