



Academic Leadership tour

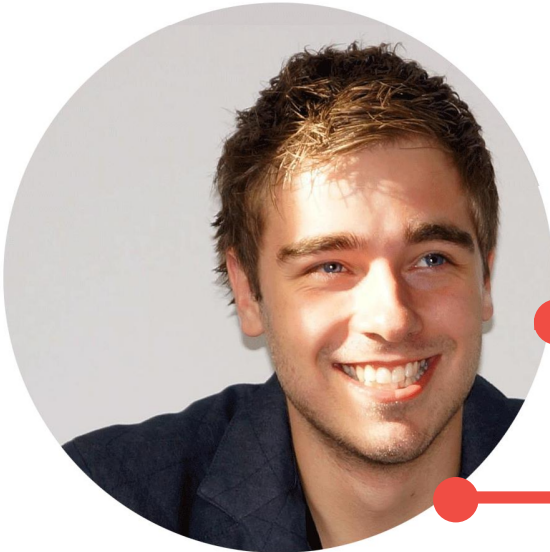
Our student centric support

Jon Hummel



# INTRODUCTION

Jon Hummel



**Teaching assistant**  
Faculty of Economics and Business

**Nestorsupport**  
**Teaching assistant**  
Educational Support and innovation

**Student**

**Technology management**  
**Honours college**

nestor

=



# What is Nestorsupport?





# What is Nestorsupport?



nestor  
your virtual learning environment



## And yes, we are social!

So, do you need assistance with Nestor?  
Please feel free to contact us!



nestorsupport@rug.nl



050 363 8282



@Nestorsupport



Nestorsupport

Nestorsupport



HISTORY



OUR TASKS



HOW IT STARTS



MASTERING  
THE DETAILS



THE WAY WE  
WORK



OUR RECIPE  
FOR SUCCESS



HISTORY



OUR TASKS



HOW IT STARTS



MASTERING  
THE DETAILS



THE WAY WE  
WORK



OUR RECIPE  
FOR SUCCESS





## 2003

Hosting at our own  
IT department

10 teaching assistants

6 000 visits per day

## 2014

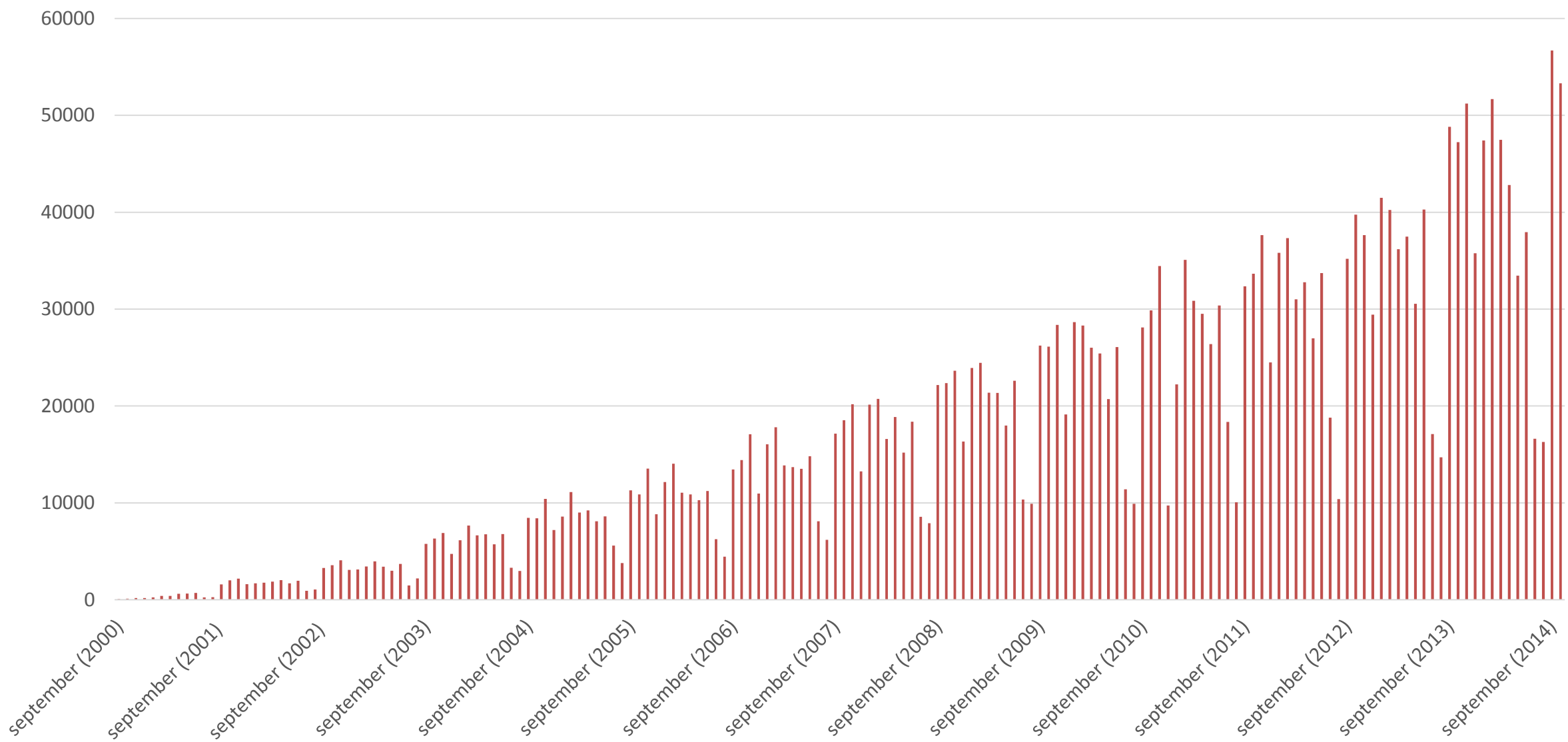
Blackboard Managed  
Hosting

20 teaching assistants

60 000 visits per day

# HISTORY

Nestor - avg visits / day, sept. 2000 t/m oct. 2014





HISTORY



OUR TASKS



HOW IT STARTS



MASTERING  
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THE WAY WE  
WORK



OUR RECIPE  
FOR SUCCESS



# Support department for **nestor**



Phone



Facebook



On site support



Mail



Twitter



Knowledge base

A large variety of questions!



# Supporting digital exams



## Various projects

A SMALL SELECTION

Training period procedure

New software/systems

New testing procedure

MOOC testing and  
promotion

Implementation of new  
features etc.

Establishing a new  
support desk for student  
administration system



## Other educational software/platforms

**Course catalog**  
OCASYS

**Schedules**  
SYLLABUS

**Quality assurance  
database**  
QUAMATRIX

**Student  
administration**  
PROGRESS

**Video lectures**  
PRESENTATIONS2GO

**Course  
evaluation**  
BLUE

# CONTENT



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## Selection process

Everyone with communication skills and with feeling/sense for information technology

## Motivation letter

What could be improved regarding Nestor?

What should you do if you are the boss for a day?



## Selection criteria



- Social / Communication skills
- Experience with IT
- Work experience at other help desks
- Motivation
- Responsibility
  
- Does the person fit in the team?
- Mix of different backgrounds!



## Training period (3 months)

- Blackboard manual (instructors & administrator)
- Plenary sessions
- Presentations
- Role playing
- Homework cases
- Logbook
- Intermediate progress conversations
- Learning in practice

### FUTURE:

- Mentor system

Focus only at Blackboard!



## Mastering the details (3 months)

- Completely integrated in operations
- Focus on fine tuning of the skills
- Training period for the other educational platforms of our support department

After six months: completely ready for the tough life of a Nestor supporter.

...and part of a second 'family'!





HISTORY



OUR TASKS



HOW IT STARTS



**MASTERING  
THE DETAILS**



THE WAY WE  
WORK



OUR RECIPE  
FOR SUCCESS

# Continuing learning



## Masterclasses

Digital examination

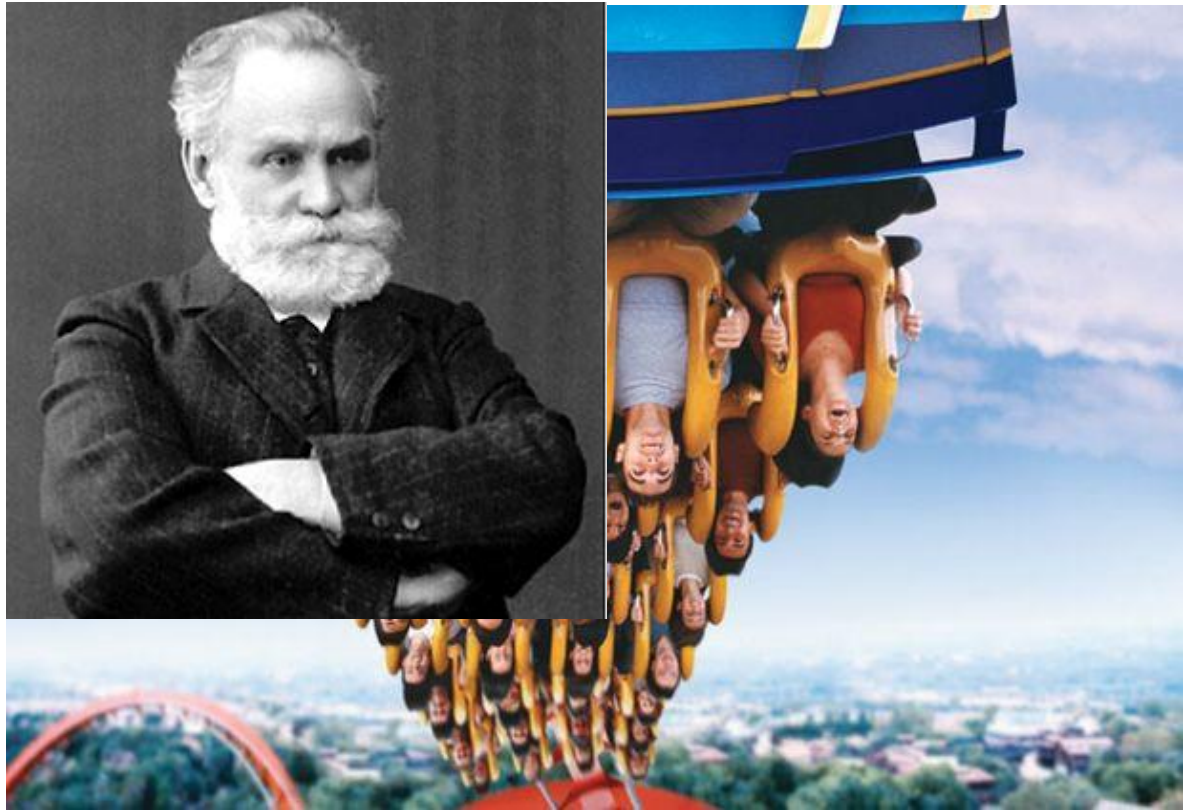
Calamities/'Digital' emergencies

CSO masterclass

Data integration

## Expertise groups

# Customer expectations management



Assess the situation

What are you going to do?

Tell them what you are going to do!

Do the things you have promised.

# YOUR BEHAVIOUR

## PROFESSIONAL BEHAVIOUR



### **Your customer: 'the student'.**

Actions tailored towards the quick and efficient helping of students while adhering to the procedures, protocols, and examiner's wishes.

# CONTENT



HISTORY



OUR TASKS



HOW IT STARTS



MASTERING  
THE DETAILS



THE WAY WE  
WORK



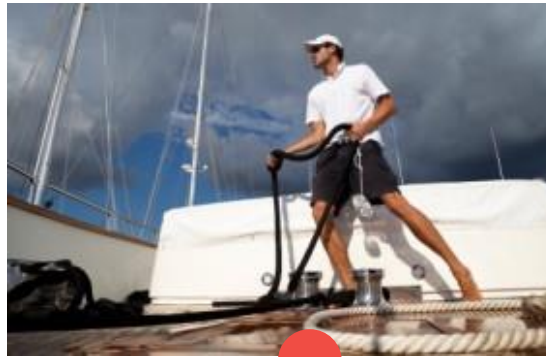
OUR RECIPE  
FOR SUCCESS



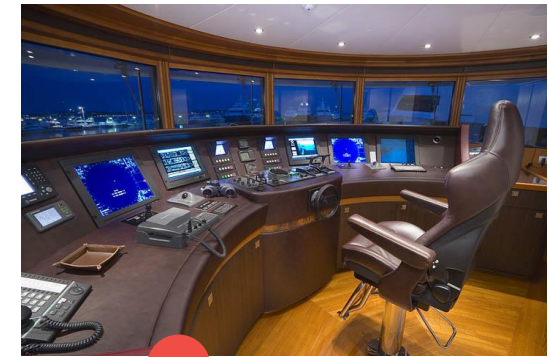
# THE WAY WE WORK



DEVELOPERS  
& BLACKBOARD



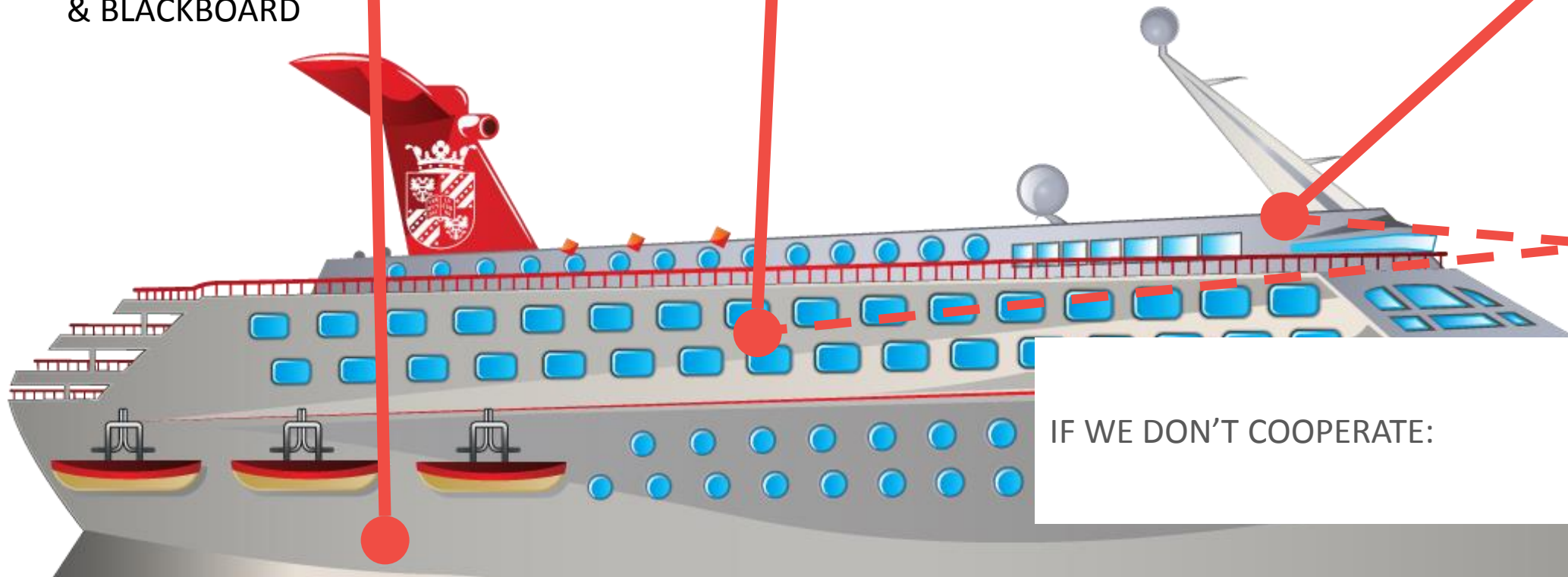
NESTORSUPPORT



LOUWARHOUD  
LISETTE  
ALLARD



COORDINATORS  
FACULTIES

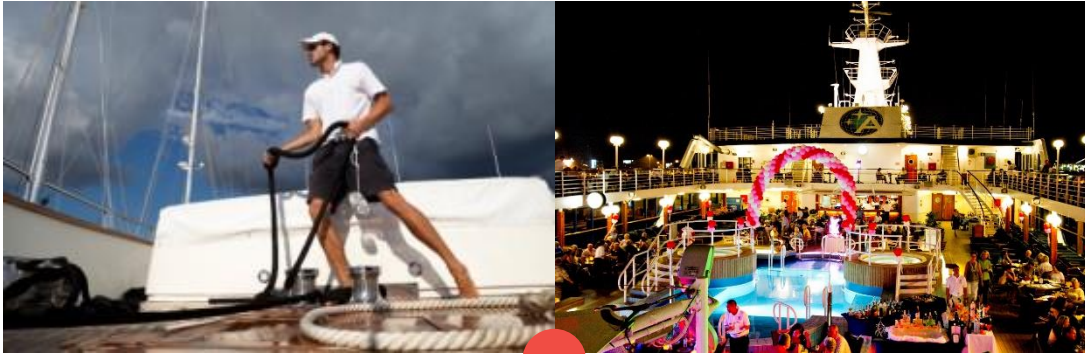


IF WE DON'T COOPERATE:

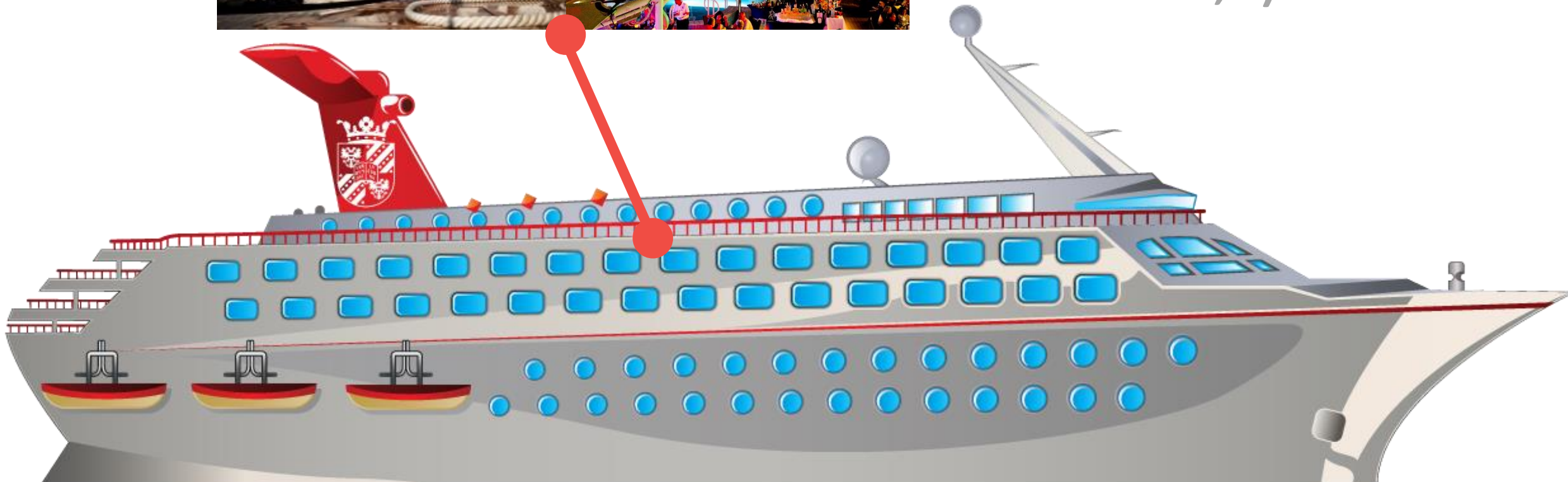


# THE WAY WE WORK

We are a self-supporting team

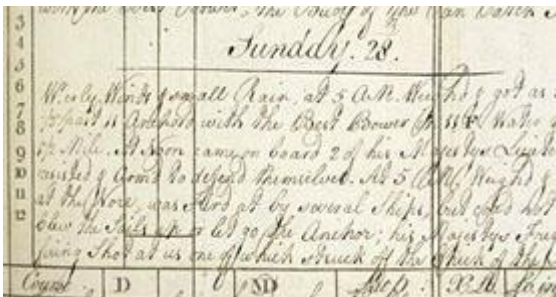


Most of the  
time ;-)





# The ships logbook




Case management  
Contact with end  
users

Wiki (knowledge  
and reporting)

Problem reporting

Expertise groups

 [List Cases](#) [New Case](#) [Send Email](#) [Filters](#) [Schedules](#) [Discuss](#) [Wiki](#)

A [newer version](#) of FogBugz is available. ([Dismiss this message](#))

1. INBOX

area:"Inbox" status:"Active" orderby:"Project" orderby:"Last Updated" type:"Cases" [Refine Further](#)  
sorted by [Project](#) sorted by [Area](#) [Sort](#)

CASES IN 1 NESTOR

<input type="checkbox"/>	Last Updated	Case	Title	Assigned To	Correspondent	Due	Date Opened	Project
<input type="checkbox"/>	27-11-2014 (Today) 0:02	1412...	Real User Analyzer Reports Mail-Out: University of Groningen - Cor...	Nobody	"donotreply@blackboard.com" <donotreply@...	2-12-2014 9:00	27-11-2014 (Today) 0:02	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 23:30	1412...	Verslag bijeenkomst wg Training 26 november 2014 Beste collega'...	Nobody	"Hack, Suzanne" <a.s.c.h.hack@rug.nl>	2-12-2014 9:00	26-11-2014 (Yesterday) 2...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 21:41	1412...	Uitnodiging: Bijeenkomst wg Training op Ma 8. Dec 2014 09:00 - 1...	Nobody	"Suzanne Hack" <a.s.c.h.hack@rug.nl>	2-12-2014 9:00	26-11-2014 (Yesterday) 2...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 19:30	1412...	No access to NESTOR on cell phone Dear Nestor support, everytl...	Nobody	"carla.osterholz" <carla.osterholz@gmail.com>	2-12-2014 9:00	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 19:03	1412...	Uploading the video Sirs, I uploaded the video on youtube for the c...	Nobody	"Milosavljevic, B." <b.milosavljevic@student...	2-12-2014 9:00	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 18:36	1408...	WFT: probleem met datum getriggerde emails Beste Robert de Haa...	Nobody	"C.T.P. Krediet" <c.t.krediet@amc.uva.nl>	2-12-2014 9:00	19-11-2014 19:59	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 17:24	1412...	melding Dag, Ik kreeg bij het uploaden van een aantal PDFs een fo...	Nobody	"Wouter van Egmond" <w.n.van.egmond@rug....	2-12-2014 9:00	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 16:44	1412...	Restore: KOPIE-EXAM-SOBA101A-20141126 [nestor.rug.nl] Re...	Nobody	"Nestor Administrator" <nestorsupport@rug....	1-12-2014 16:44	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 15:23	1411...	Re: ppt en stappen presentatie - gewijzigde stappen aangepaste ve...	Wouter Mostard	"L.D. Bakalis" <l.d.bakalis@rug.nl>	1-12-2014 14:09	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 15:07	1411...	Portfolio nieuwe BBL En ik heb geen idee :- ) Als staging klaar is pr...	Nobody	"Blok M, Matti" <m.blok@pl.hanze.nl>	1-12-2014 9:00	25-11-2014 17:37	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 14:09	1411...	Re: ppt en stappen presentatie Kan dit dicht?	Jon Hummel	"Hummel, Jon" <jon.hummel@rug.nl>	1-12-2014 14:05	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 14:08	1411...	ppt en stappen presentatie Voor Wouter en jou :)	Jon Hummel	"Lisette Bakalis" <l.d.bakalis@rug.nl>	1-12-2014 13:53	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 13:18	1411...	Probleem student afspelen colleges burgerlijk recht 2 In de facebo...	Milou Noordveld	"Nicolette Ruth Drenth" <nicolet_555@hotmail...	1-12-2014 13:00	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 12:40	1400...	E-mailadres aangepast Hee wouter, Wijziging is niet goed gegaan. ...	Wouter Mostard	annemie.hanssen@ziggo.nl		7-11-2014 14:54	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 12:35	1411...	▼ Upgrade staging Hi Victor, We performed a quick check on stagi...	Nobody	"Allard Naber" <a.l.naber@rug.nl>	1-12-2014 9:00	25-11-2014 17:12	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 12:35	1411...	Re: Upgrade staging Hi Allard, Staging is now available to yo...	Allard Naber	"Victor Iriarte" <Victor.Iriarte@blackboard.c...	1-12-2014 13:00	26-11-2014 (Yesterday) 1...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 9:16	1411...	Re: Upgrade staging Great, thank you Allard, we will proceed ...	Nobody	"Victor Iriarte" <Victor.Iriarte@blackboard.c...	1-12-2014 9:00	25-11-2014 17:16	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 11:25	1410...	Auditing Practices 2014-2015 EBB097A05: groepsindeling voorzi...	Gerhard Nijstad	"Vakgroep Accountancy, FA" <accountancy@...	28-11-2014 (Tomor...	25-11-2014 14:00	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 10:06	1411...	▼ Bijgewerkte uitnodiging: Videocoördinatoren overleg op ma 1. dec...	Jon Hummel	"R.D. Schotel" <r.d.schotel@RUG.NL>	1-12-2014 9:51	26-11-2014 (Yesterday) 9...	1 Nestor
<input type="checkbox"/>	26-11-2014 (Yesterday) 10:06	1411...	overleg 1 december aangepast naar 15:00 uur in de binnensta...	Jon Hummel	"Schotel, R.D." <r.d.schotel@RUG.NL>	1-12-2014 9:55	26-11-2014 (Yesterday) 9...	1 Nestor
<input type="checkbox"/>	25-11-2014 12:58	1409...	FW: Nestor-verslagen-Ephorus Heel fijn! 3213-0021 Gr. Lim ---...	Simon van der Pol	"Ouwinga, OL (ctm)" <o.l.ouwinga@umcg.nl>	28-11-2014 (Tomor...	24-11-2014 9:20	1 Nestor
<input type="checkbox"/>	25-11-2014 10:25	1386...	▼ Phishingwarning bij oefentoets De docent heeft een mededeling ge...	Nobody	"Hoeks, J.C.J." <j.c.j.hoeks@rug.nl>		15-10-2014 20:16	1 Nestor
<input type="checkbox"/>	25-11-2014 10:25	1407...	over een phishing melding, case nog open? Ik weet niet naar ...	Nobody	"I.A.Venema" <i.a.venema@rug.nl>	21-11-2014 10:48	18-11-2014 10:48	1 Nestor
<input type="checkbox"/>	25-11-2014 10:15	1410...	Fwd: Aanvraag functioneel account / request functional account Wa...	Tamara Pepping	"Bakalis, L.D." <l.d.bakalis@rug.nl>	28-11-2014 (Tomor...	25-11-2014 7:36	1 Nestor
<input type="checkbox"/>	25-11-2014 9:13	1410...	BSA-FMW module, testwerk Dag Allard, Dank voor het terugzetten ...	Allard Naber	"Burgler, H" <h.burgler@umcg.nl>	27-11-2014 (Today...	24-11-2014 15:55	1 Nestor
<input type="checkbox"/>	25-11-2014 9:08	1408...	Chat Session ik kom er nu wel op op een managed UWP2 (in de chat)	Durk Bosgraaf	"Steven Leeuwerke" <webclassdiabetes@gm...	25-11-2014 9:00	19-11-2014 18:53	1 Nestor
<input type="checkbox"/>	24-11-2014 13:26	1409...	foutmelding in Nestor in organisatie (GMW Algemeen) Kan jij het te...	Nils Brouwer	"zalenbeheer.gmw@rug.nl" <zalenbeheer.gmw...	26-11-2014 (Vester...	21-11-2014 8:48	1 Nestor
<input type="checkbox"/>	24-11-2014 13:16	1409...	▼ New clone + upgrade on staging werkt nog steeds niet...	Nobody	"Allard Naber" <a.l.naber@rug.nl>	26-11-2014 (Vester...	21-11-2014 14:02	1 Nestor
<input type="checkbox"/>	25-11-2014 8:51	1409...	Re: New clone + upgrade on staging [11/24/2014 16:29:55]...	Nobody	"Victor Iriarte" <Victor.Iriarte@blackboard.c...	26-11-2014 (Vester...	21-11-2014 14:30	1 Nestor
<input type="checkbox"/>	24-11-2014 12:23	1410...	Re: rugpas equitrac - demo donderdag BB tour donderdag, voor 15 ...	Nobody	"L.D. Bakalis" <l.d.bakalis@rug.nl>	27-11-2014 (Today...	24-11-2014 12:23	1 Nestor
<input type="checkbox"/>	20-11-2014 10:13	1403...	▼ Client Support has Closed Case ID: 02012036 Kijk ik zo naar. "...	Durk Bosgraaf	"No Reply" <no-reply@blackboard.com>	17-11-2014 14:11	12-11-2014 14:11	1 Nestor
<input type="checkbox"/>	13-11-2014 14:15	1403...	Case Number=02012036 Moving case from Solution Suggest...	Nobody	"Bb Support" <support@blackboard.com>	17-11-2014 14:11	12-11-2014 14:11	1 Nestor
<input type="checkbox"/>	20-11-2014 8:35	1400...	► verzoek hulp bij het maken van rapportages Beste Allard, De str...	Allard Naber	"e.h.kiers@rug.nl" <e.h.kiers@rug.nl>	13-11-2014 11:34	10-11-2014 11:34	1 Nestor

**Agenda**

Vandaag < > 24 – 28. nov 2014

Dag Week Maand 5 dagen Agenda Meer ⌵ ⚙

**MAKEN**

- Mini-agenda
- Mijn agenda's
  - Nestor Support
    - ☐ DITO
    - ☐ Taken
- Andere agenda's
  - De agenda van een collega
    - ☐ A.L. Naber
    - ☐ Anne van der Ploeg
    - ☐ Anneke Huizinga-Wa...
    - ☐ F.J. Dijkstra
    - ☐ G.J. Til, van
    - ☐ G.J.R. Klein Hegeman
    - ☐ H.J. Groot, de
    - ☐ J. Batteram
    - ☐ J.C. Winnips
    - ☐ J.T. Groenewoud
    - ☐ Jasper Smit
    - ☐ K.J. Brussen
    - ☐ L.A. Duim, van der
    - ☐ L.D. Bakalis
    - ☐ N.J. Ruler, van
    - ☐ Peter Fokkinga
    - ☐ R. Haan, de

	Ma 24/11	Di 25/11	Wo 26/11	Do 27/11	Vr 28/11
Ashley 8u vrij	Dito inschrijven case 139870	[DONE] Dito inschrijven 140802	Dito inschrijven case 139312		
Bart 4u vrij	Dito inschrijven case 140508	[DONE] Dito Inschrijven case 139109 en 13982			
Dito inschrijven case 139300	Grote selfenrollment (1638)				
Joris 10u vrij					
(00:00) Notuleren bij BBMH					

GMT+01

Tijd	Ma 24/11	Di 25/11	Wo 26/11	Do 27/11	Vr 28/11
00:00 – 08:00					
08:00					
09:00	Ashley Milou Rob Nils Franz (leerd weg) Gerhard	Nils Rob (5 min eerder weg) Jon Tamara	Franz Sanc Patty (binnestad) Anth Ashl Milou Bijeenkomst met win	Train sessie binnestad Anne Jon Wou Blackard bezodag Bezo Engte univiteiten Joris verk d inged Evel (rug - learr) Patty over met Koos Durk	Durk liefst test Sander(College binnenstad, eerder weg)
10:00					
11:00	11:00 – 11:00 Overlen			11:00 Dery (ron dlei den Blackbo ard door binn enstad)	11:00 – 16:30 Evelien
12:00	12:30 – 17:00 Gerhar			11:00 – 17:00 Gerhard	
13:00	13:00 – 13:00 Evelier (rug.nl learnin)	13:00 – 17:00 Anthony Ashley Simon	14:30 – 17:00 Anne (Orebro)	12:00 Patty 13:00 Tam 13:00 Sim on	13:00 – 17:00 Tamara
14:00				14:00 Sim on	
15:00					
16:00		16:00 – 20:00 Patty (thuis e-learning)			16:30 – 17:30 Progress BSA scherm met
17:00					
18:00					
19:00					
20:00					
21:00					
22:00					

Internal  
communication with  
developers, Lisette,  
Allard and  
Louwarnoud



Zoeken

 Contactpersonen
 Recent

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### Favorieten

- BB Academic Tour
- louwarnoud van der Duim, W...
- Nestorsupport noodgroep

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**Alle**

 <b>André Rosendaal</b>	 <b>Anne van den Berg</b>	 <b>Ashley Klapwijk</b> <small>@Nestorsupport</small>
 <b>Echo / Sound Test Service</b>	 <b>Evelien van Ingen</b> <small>@Nestorsupport</small>	 <b>Gerhard Nijstad</b>
 <b>Irma Ridder</b>	 <b>Jasper Smit</b>	 <b>Joris</b> <small>hello</small>
 <b>Lisette Bakalis</b>	 <b>louwarnoud van der Duim</b>	 <b>niekvanruler</b>
 <b>Nils Brouwer</b> <small>@mobile</small>		

Groep bellen

+

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### Nestorsupport noodgroep


Groep bellen

+

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**Ashley Klapwijk** Okido, al weer ready voor gebruik? 12:04

**Jasper Smit** ik weet niet precies hoelang dat duurt, zolang die het doet kan je gewoon bezig ik zou zeggen dat ie 12:30 sowieso weer klaar moet zijn 12:10

**Ashley Klapwijk** 🙌 12:10

**dinsdag 18 november 2014**

**Durk Bosgraaf** heeft Rik Schaaf uit dit gesprek verwijderd. 11:24

**woensdag 19 november 2014**

**Allard Naber** Koffiestoring... "Verbindign mislukt" 10:41

**Gerhard Nijstad** daarom haalt ashley van micaffe, zij voelt zulke dingen aan.. 10:42

**Allard Naber** ze heeft me niks gevraagd... 😞 10:42

**Gerhard Nijstad** jij was naar de koffieautomaat ☹️ 10:43

**Jasper Smit** onze koffie doet het nog 😊 10:43

**Gerhard Nijstad** allard komt er aan 😊 10:43

**Lisette Bakalis** jongens, NOODsituatie? 11:00

**Gerhard Nijstad** kan een aanleiding zijn tot.. 11:01

**louwarnoud van der Duim** misschien moeten we de groep gewoon "Praothuus" noemen? 11:03

**Allard Naber** nou ja, mogelijk. dat het netwerk het niet doet bij de koffieautomaat is soms een indicatie 11:03

**louwarnoud van der Duim** Precies het gevolg daarvan is dat geen ambtenaar het meer doet dus dan zijn we helemaal in een noodsituatie beland 11:04

**Lisette Bakalis** helder, bel jij de servicedesk? 11:06

...



## Internal communication with colleagues



# Who is going to scrub the decks?

Division of tasks

Check of systems

Projects

Inbox/phone



DAGSTART	Start	Inbox/c	Klussen	FRW/FEB	2e lijn
Jois			●		Robert
Anthony			●		
Walter		●			
Anne			●		
Franziska			●		
Gerhard	●				
Evelien					
Problemen?					

Bambix sync

04:00

10:30

14:00



# Planning the ships route

**Problems last period**  
**OPEN ATMOSPHERE**

**Future**  
**updates/changes**

**Projects**

**Changes other IT**  
**facilities**

**And a lot of other**  
**irrelevant things ;-)**





# The most important power of our ship.







HISTORY



OUR TASKS



HOW IT STARTS



MASTERING  
THE DETAILS



THE WAY WE  
WORK



OUR RECIPE  
FOR SUCCESS



# OUR RECIPE



Open atmosphere, team building,  
time for fun!



**Admit your mistakes**, no Schettino's.  
Take your responsibility!



Be the professional, be the superhero!



Diverse team members, different backgrounds



Selection and training of new  
colleagues



Knowledge  
Being a skilled helpdesk





Thank you for your attention.



UNIVERSITY OF GRONINGEN

Student centric support