



# How TU Delft is leading our team through our Brightspace implementation

Franca Jonquière

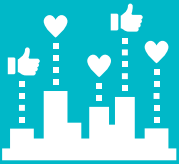
Manager Teaching & Learning Services & Projectlead  
Brightspace 2.0 Implementation

Delft University of Technology





~3K lecturers teaching  
28K campus students



8 faculties  
51 degree programmes



~58 central staff  
supporting education

# Agenda

01

Our  
Brightspace  
journey



02

Organization  
of support  
systems



03

Strategy and  
change  
management



04

Data and user  
satisfaction



05

Resources for  
your support  
journey

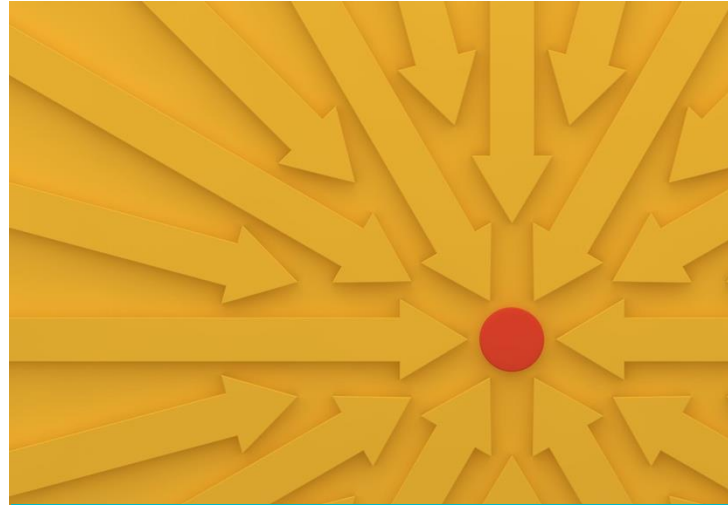


# From tender to implementation



## Tender LMS

project team with all faculties  
closely involved



## Brightspace

contract for five years starting  
July 2026, with an optional  
extension until July 2036



## Brightspace 2.0

new project team and  
implementation teams at  
faculties



# Project objectives

## 1. Consistent Navigation and Improved Findability

- *Enhancing the user experience for learning and teaching across (inter)faculty boundaries*
- *More uniform within and between faculties*
- *Standardized environment, making support and maintenance simpler, more efficient, and cost-effective.*

## 2. Improved Structure and Functionality

- *Restructured layout and configuration at the back-end*
- *Addressing current bottlenecks*
- *New look-and-feel and functionalities to enrich education*
- *Accelerating implementation of new technologies and teaching methods*



# Project setup



## Configuration & Setup

Improved back-end, look-and-feel and configuration with new functionalities



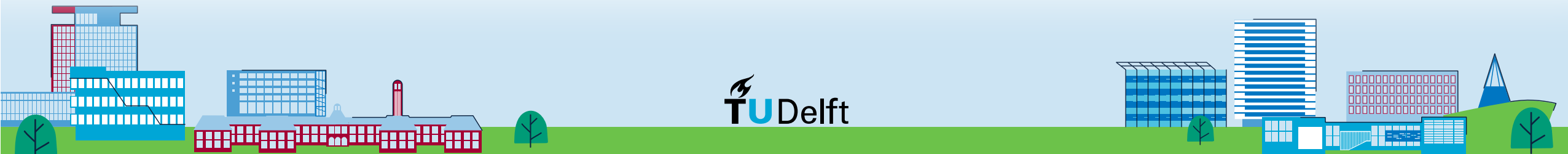
## Harmonisation

With faculties closely involved designing a more **uniformly course structure**  
Educational design remains with the lecturer



## Migration to B2.0

Guiding and supporting faculties in their transition, training and help with the preparation/enriching of courses for the new academic year, update support website



### Project Support



Merel Dubbeldam

### Steering Committee



Sacha Kroonenberg Lucas van Vliet Giulia Calabretta

### Core Team

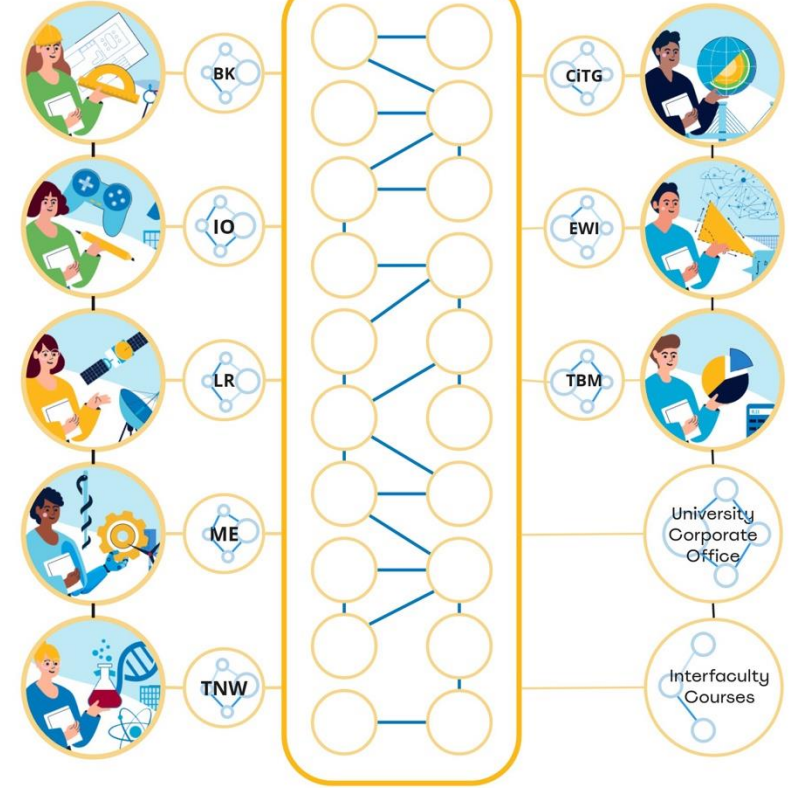


Franca Jonquière Mariia Kosynska  
Toine Andernach Mirte van Gulp  
Chrys Silalahi Klara Bonder

### Central Advisory Board

Chrys Silalahi

Mirte van Gulp



### Advise Committee



Geerlinge Pessers Ann van Dam  
Hans Welleman Anita Goetzee  
Iddo Lange Marc Remmers

### Setup & Configuration



Chrys Silalahi

### Harmonisation



Toine Andernach

### Migration to B2.O



Mariia Kosynska

# Brightspace 2.0 promise

- Consistent navigation and improved findability
- Improved structure and (future) functionalities (L.A. or a.i.)

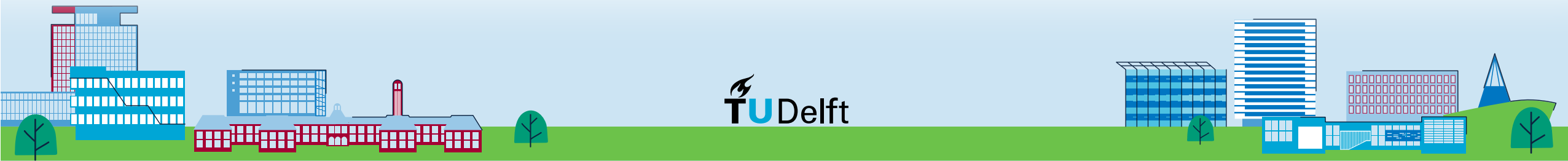
## Main project objective

- From September 2026, the start of the 2026–2027 academic year, all educational activities at TU Delft will exclusively use Brightspace 2.0.
- This means that all courses will have been migrated, and support & training will be available for both educators and students.



# Key principles Project

- Faculties very involved in process!
- Co-creation, piloting & testing by/*with lecturers and students*
- Full on, *Faculty specific Support & Communication* for:
  - Lecturers, Students & Ed. Support Staff
- Strive for *smallest* possible impact & workload for Lecturers
- The migration will take place *in phases* by Teaching Support MigrationTeam



# Lessons Learned (so far ;)

- Involve your main stakeholders from the very beginning in the process
- -> Without promising them “ultimate decision rights”
- Use the expertise that D2L Support offers
- -> While bringing your own institutional context and organisation specifics
- Try to make decision about Configuration based on what you want to be able to do in the future
- Distinguish between *Technical* factors & *Process* Agreements
- Distinguish between what Brightspace *can* do and what your organisation needs (or can handle)



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Central Service:  
Directorate of  
Education & Student Affairs

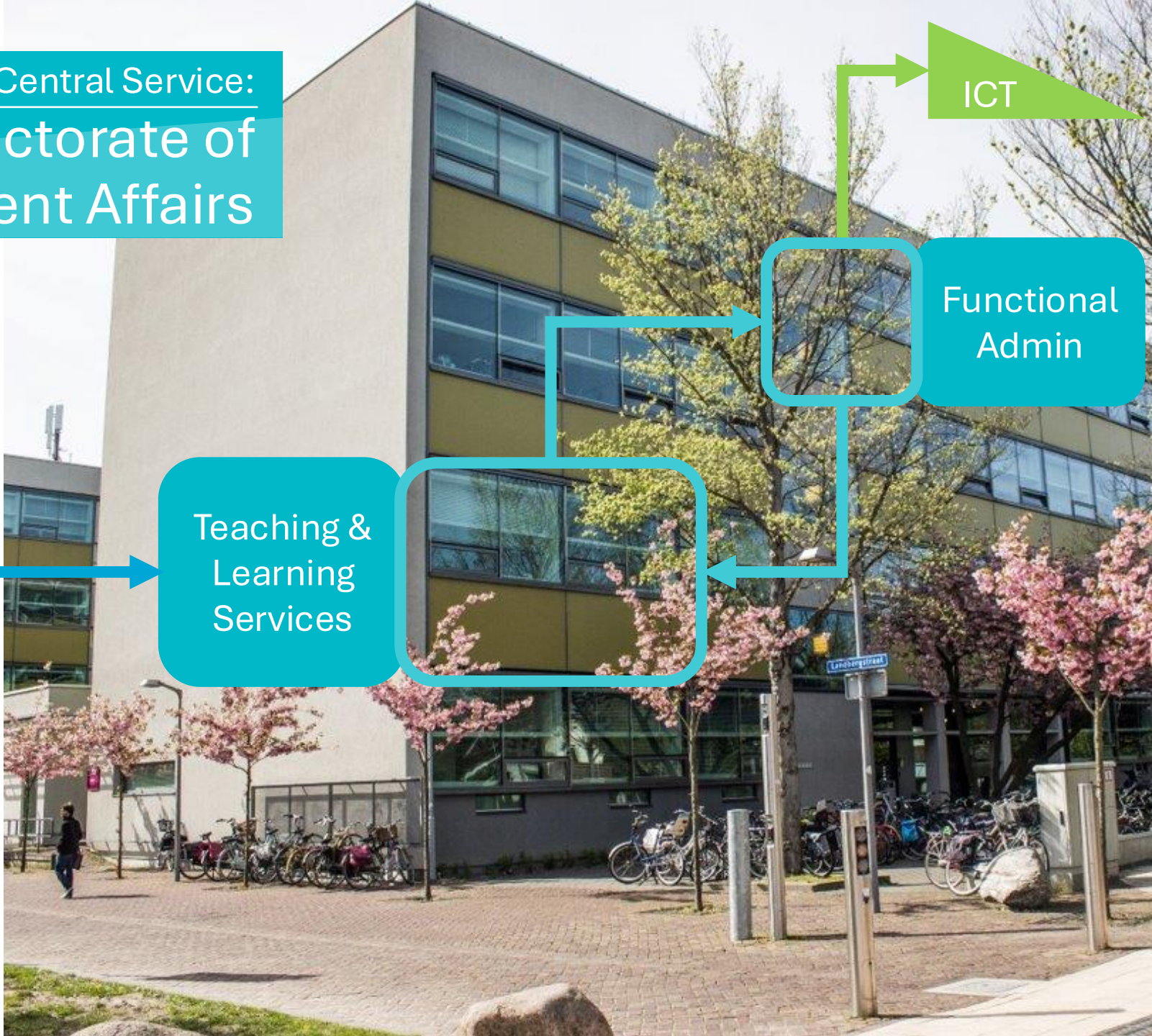
ICT

Functional  
Admin

Teaching &  
Learning  
Services

2017

Brightspace-  
support



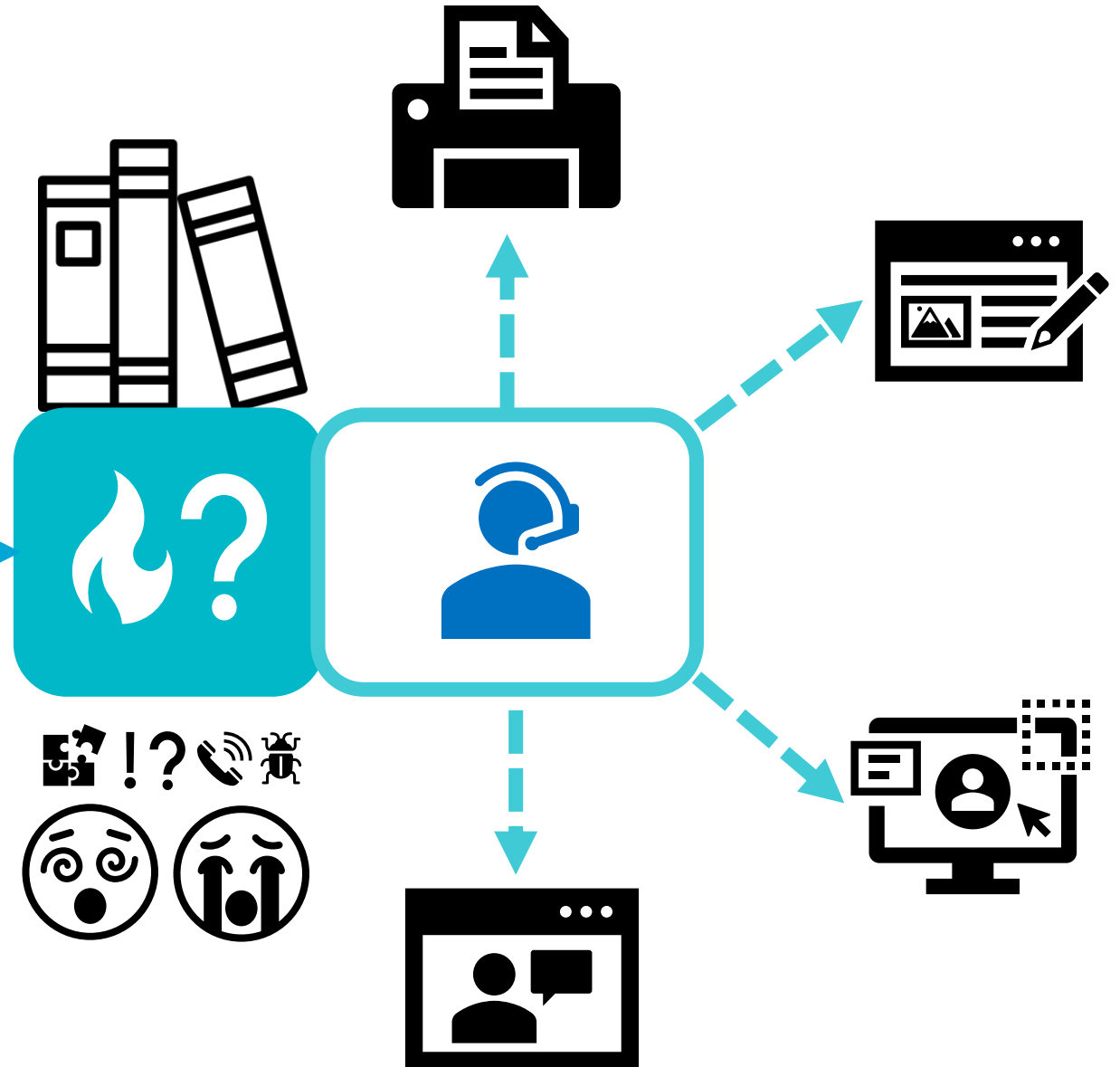
# Timeline

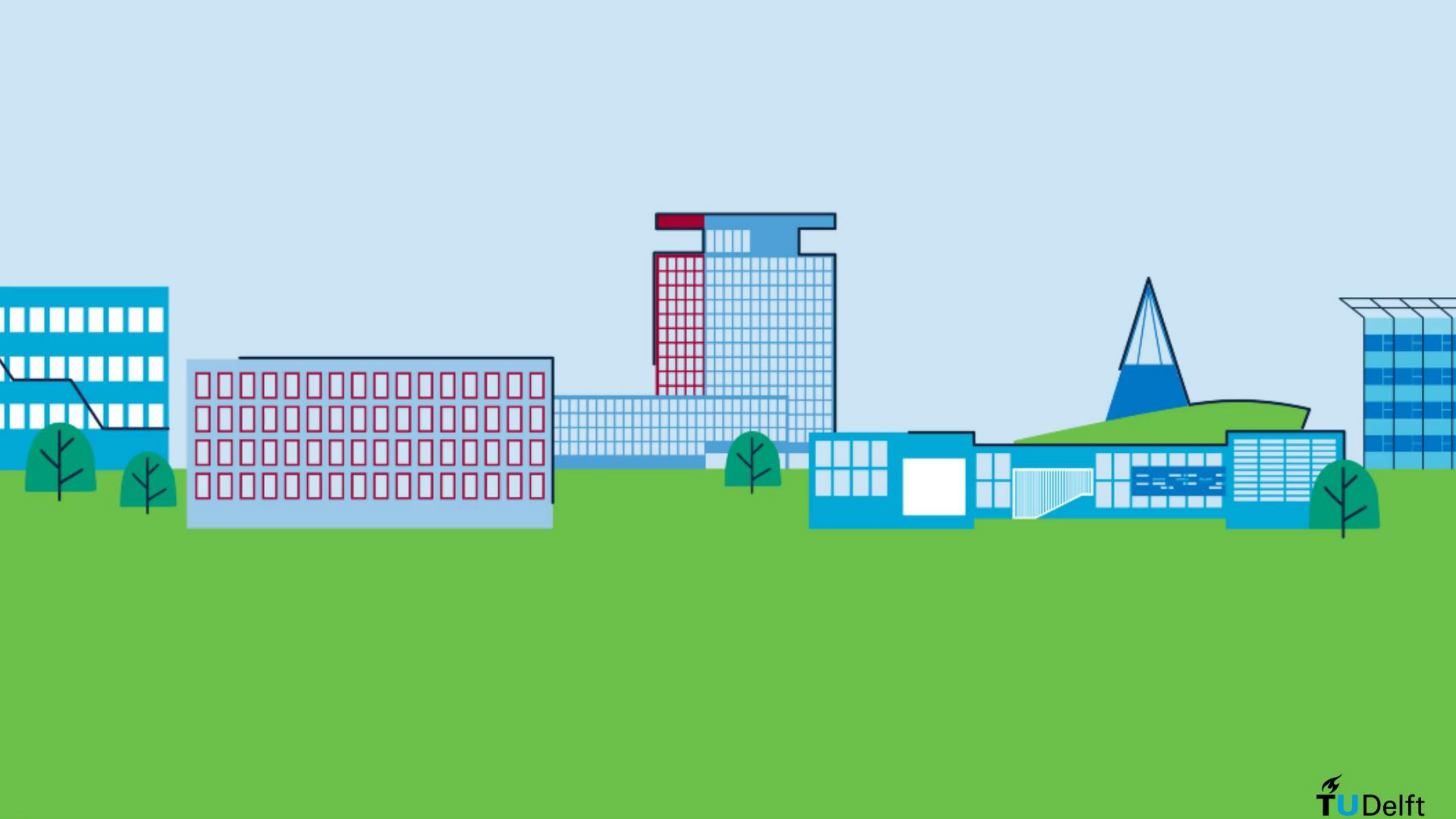
One Stop Shop  
project initiation  
& user research

2017

Sept  
2021

Brightspace-  
support





# Timeline

One Stop Shop  
project initiation  
& user research

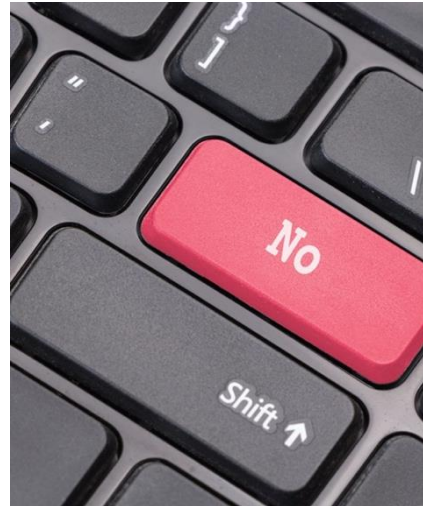
2017

Sept  
2021

Brightspace-  
support



Too many  
contact points  
for lecturers



Safety &  
privacy risks

# Timeline

One Stop Shop  
project initiation  
& user research



Brightspace-  
support



Elena Papadopoulou **TU Delft**  
Quick Grip on technology Motivations Frustrations

Muchen Liu **TU Delft**  
Creative Grip on technology Motivations Frustrations

Martijn van der Zimmernan **TU Delft**

Self-starter  
Leader  
Passionate

Grip on technology  
low - **medium** - high  
Figures out through doing  
Can handle what is necessary

Motivations  
• Spread the latest education techniques  
• Expand a network to learn from  
• Encourage colleagues to improve

Frustrations  
• Tools do not synch, and connections are obscure  
• Cannot provide the teaching experience they want  
• Overloaded with too many tools

Institutional awareness  
low - medium - **high**

Tolerance for barriers  
low - medium - **high**

Communication preferences  
Email Chat Phone Video call Personal visit

What need to get out of support:  
• Step-by-step manuals or videos  
• A list of support people and their specialties  
• Fast service via phone or video call

Search and menu style  
by instructor activity  
by function by tool

Learning style  
Live instruction Text instruction Video instruction

“Besides being lectures, we are also classroom managers.”

“Instructors need to be pushed to ask for help.”

“Research comes naturally; teaching does not.”

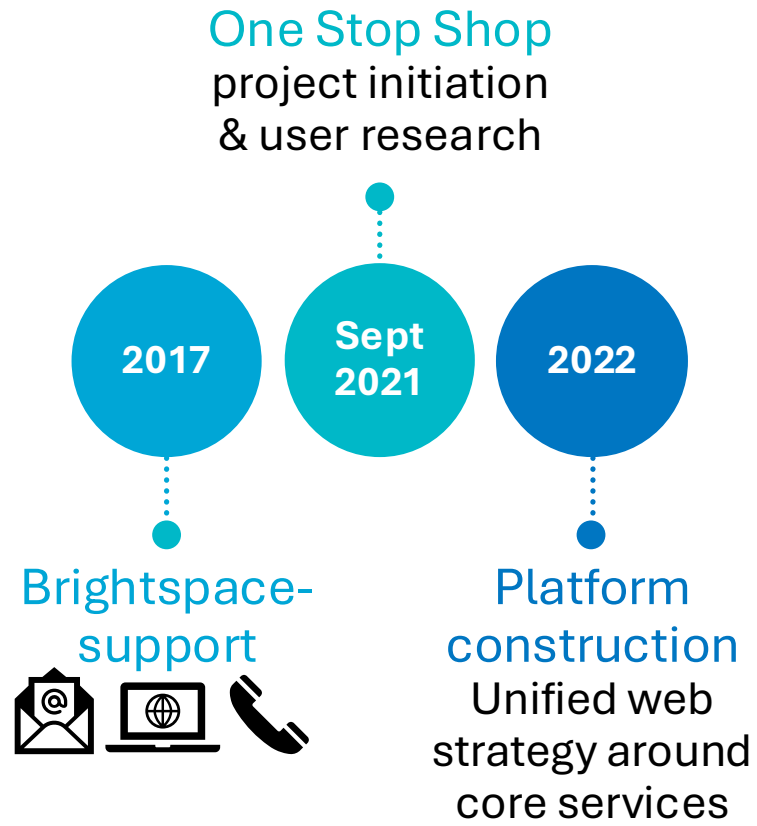
“Finding the solution is not a problem, it's finding the people.”

“I won't ask for help quickly; when I do, I am desperate.”

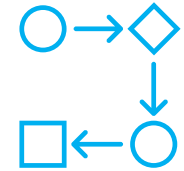
“The amount of information seems never ending.”

“Instructors need to be pushed to ask for help.”

# Timeline



User centric design

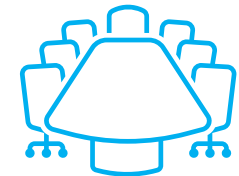


Process based working



Building partnerships

Establish governance



Teaching-Support service brand launched  
Existing traffic and contact redirected

# Timeline



## Teaching Support

18-10-2023  
**Ans Migration Wrap Up Project**  
Extra support for Ans migration. Please read more and fill out the questionnaire so that we can best support you!



### Educational Tools

Find technical support for all platforms, apps and software which are used in teaching by TU Delft.

- [Brightspace](#)
- [Remote Teaching Tools](#)
- [Ans](#)
- [More >>](#)



### Didactics & Teaching Methods

Find support for any activities across the entire teaching lifecycle.

- [Teach & Supervise](#)
- [Design & Develop](#)
- [Assess](#)
- [More >>](#)

### Starting up Q2

- Get your [Brightspace page up to speed](#)
- Use [Ans for interactive assignments](#)
- Engage your students through [Active learning!](#)

[See all News & Updates](#)



### Training & Events

Activities which contribute to the professionalization and improvement of teaching and learning.

- [Continuous Professional Development](#)



### Faculty-Specific Support

Are you seeking tailored advice from your faculty? You can find their information below.

- [Aerospace Engineering](#)
- [Applied Sciences](#)

### Go To Teaching Academy

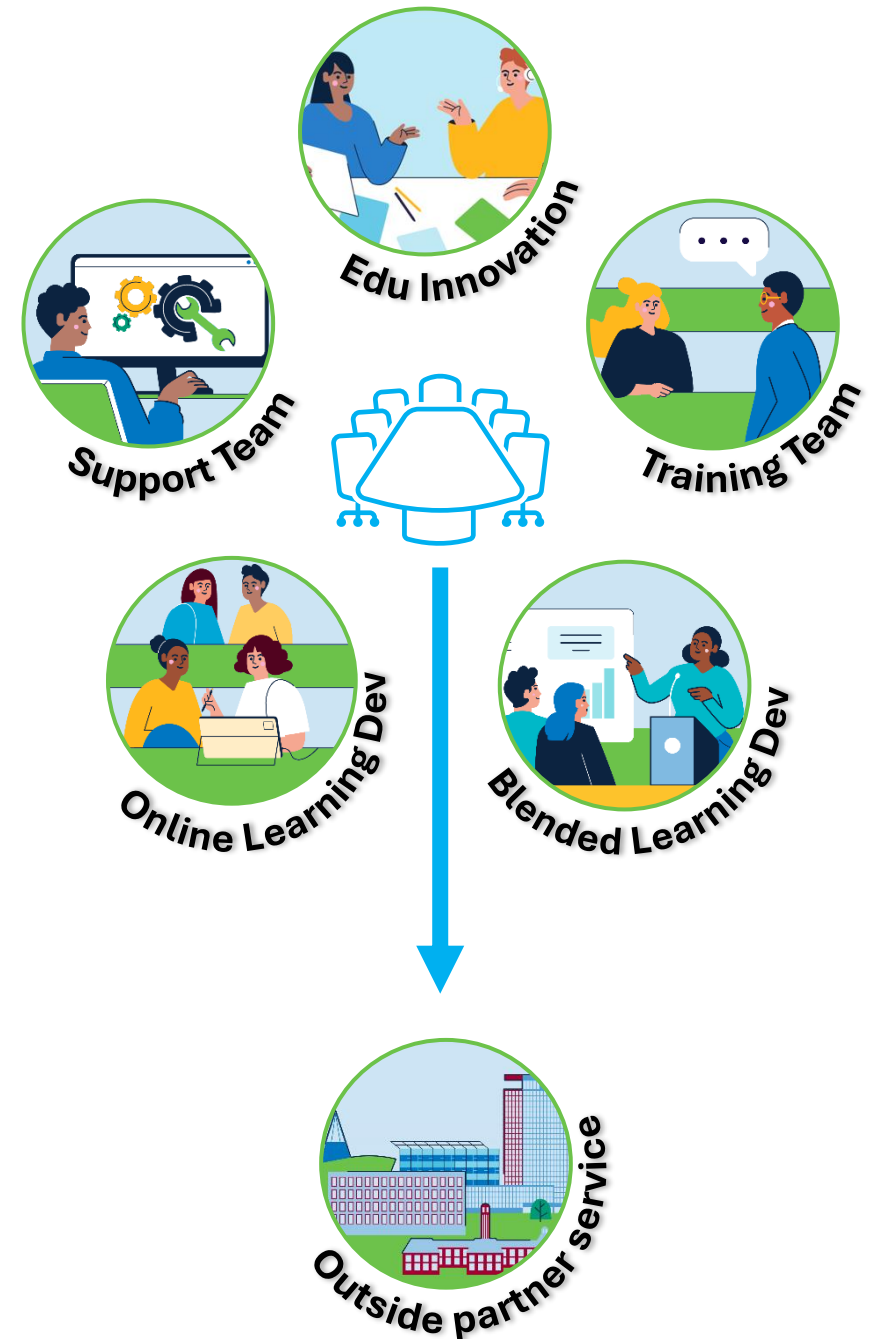
Visit the network for and by TU Delft lecturers to collaboratively enhance engineering education across faculty boundaries.

### Need support?

Get in touch with us! We are happy to help.

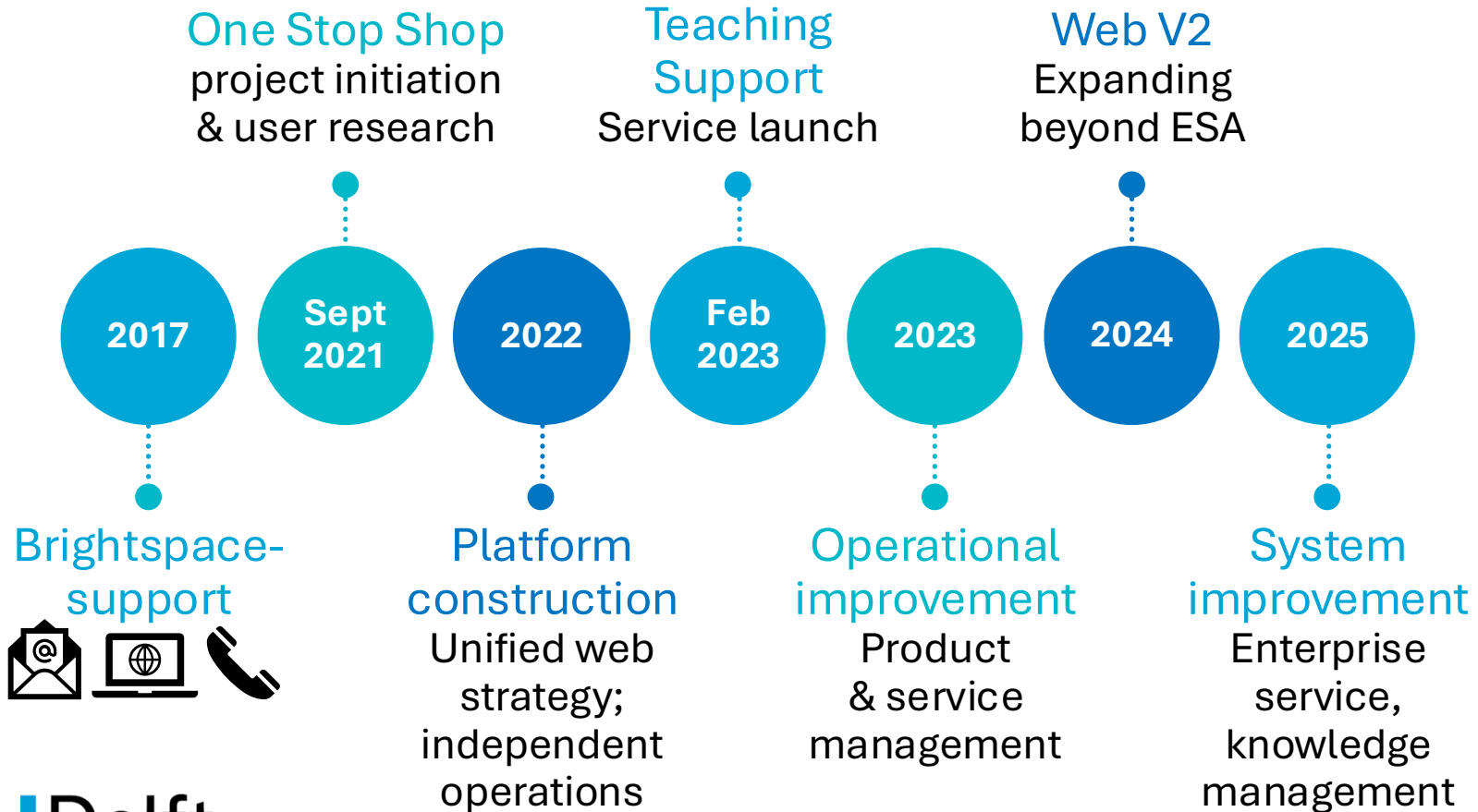
- [Teaching-Support@tudelft.nl](mailto:Teaching-Support@tudelft.nl)
- +31 (0)15 27 84 333

# Timeline

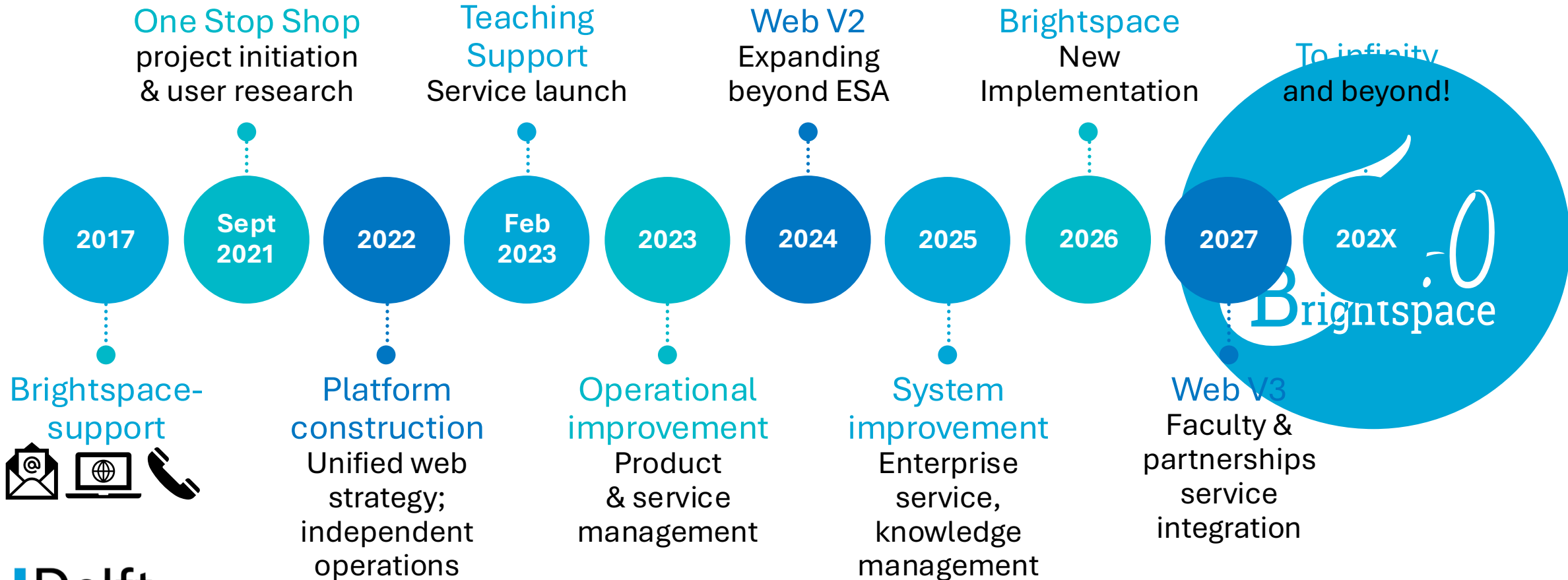




# Timeline



# Timeline



Brightspace-support



Platform construction  
Unified web strategy;  
independent operations

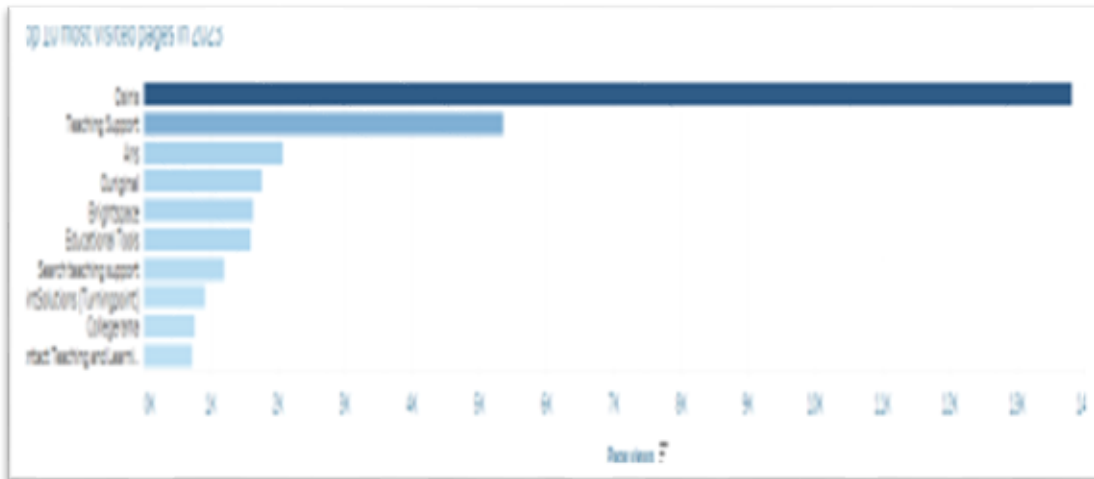
Operational improvement  
Product & service management

System improvement  
Enterprise service,  
knowledge management

Web V3  
Faculty & partnerships  
service integration

# Your support website is an easy first step

What are the lecturers looking at?



Improvements reduce workload

## Teaching Support



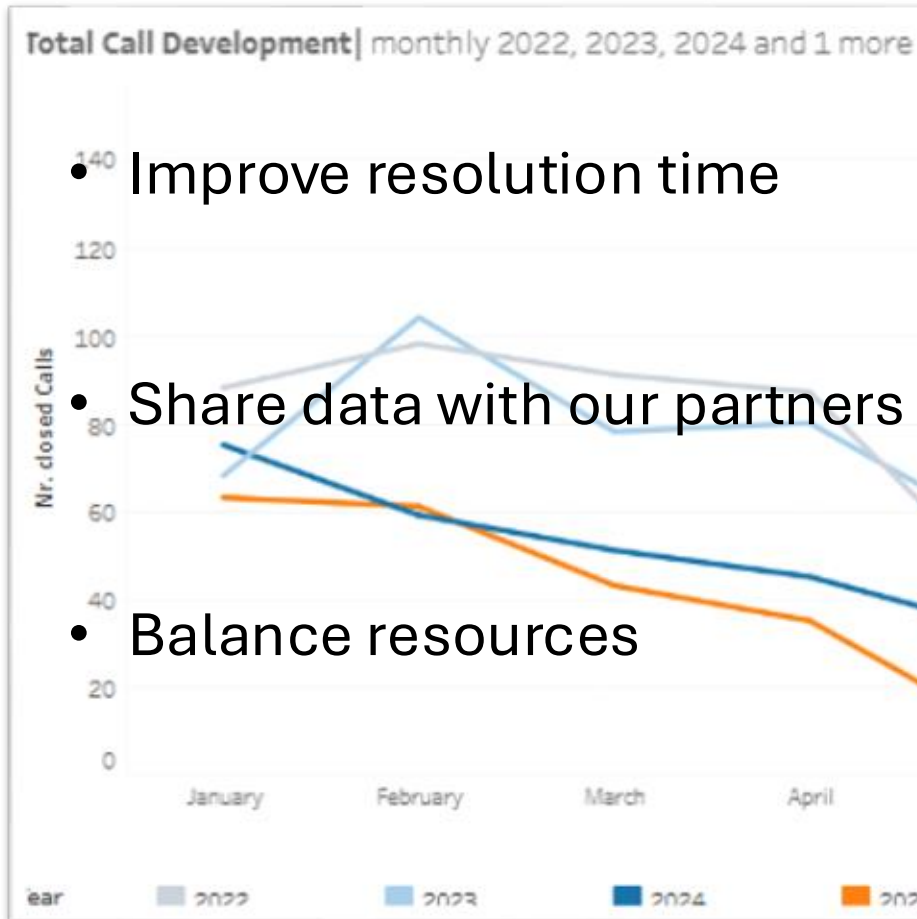
# Your (Brightspace) support website is an easy first step

- Heat maps show where users go
- Discover their journey and fix it
- Search Engine Optimization helps user find what they need
- Yearly cycles of behavior



# Useful data

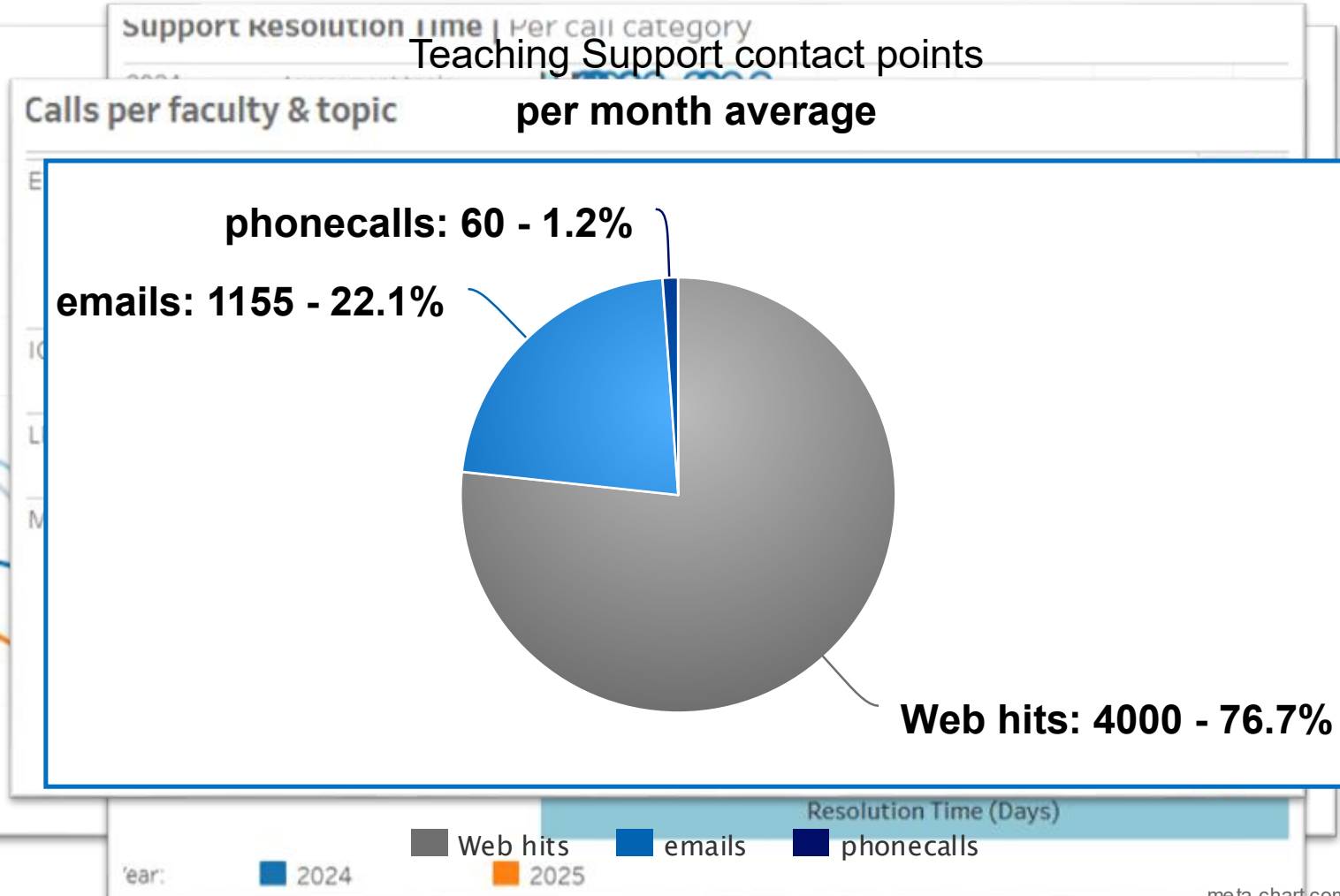
- Helps you plan year-on-year



- Improve resolution time

- Share data with our partners

- Balance resources



04

Data and user  
satisfaction



**Franca Jonquière, MSc, DVM**

- Manager Teaching & Learning Services

- Brightspace 2.0 Project Lead

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Technical University of Delft

The Netherlands

05

Resources for  
your support  
journey

