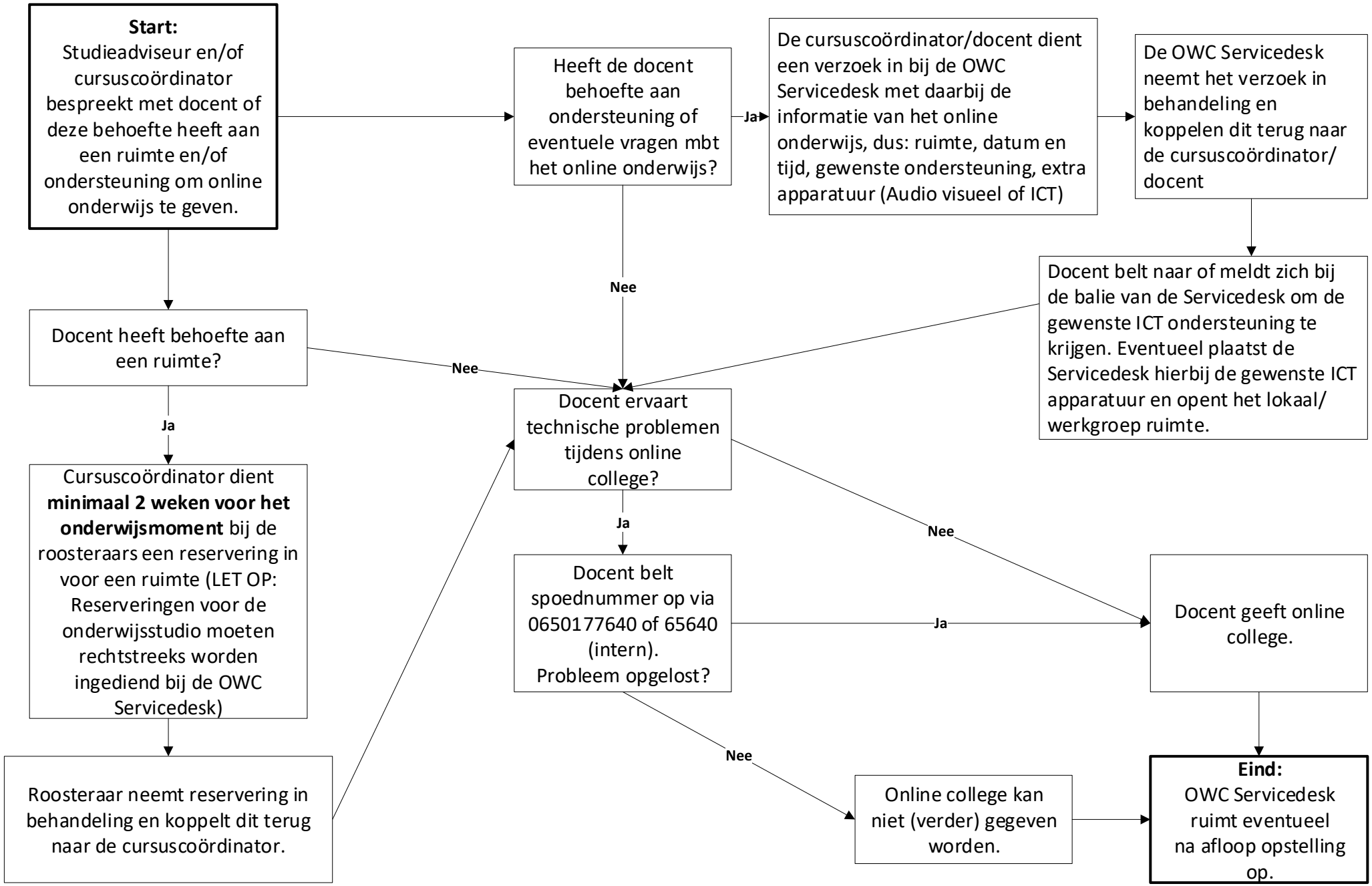Procedure ondersteuning online onderwijs