

PRIVACY STATEMENT NATIONAL STUDENT SURVEY

Studiekeuze123, located at Arthur van Schendelstraat 600, 3511 MJ Utrecht, is responsible for the processing of personal data as laid out in this privacy statement.

Studiekeuze123 is a foundation wholly financed by the Ministry of Education, Culture and Science (OCW) and tasked with collecting and sharing objective information for making higher education study choices. Prospective students can use this information to compare programmes at different universities and universities of applied sciences. To this effect, each year Studiekeuze123 conducts the National Student Survey (NSE).

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ORGANISATIONS IMPLEMENTING THE 2019 NSE

Studiekeuze123 works with a research agency to carry out this study. Research agency Ipsos is the data-processing partner for the 2019 National Student Survey. Ipsos processes the data on behalf of Studiekeuze123.

PERSONAL DATA PROCESSED BY STUDIEKEUZE123

Studiekeuze123 is processing the personal data of students enrolled in an accredited Associate, Bachelor's or Master's degree programme at universities and universities of applied sciences that have decided to take part in the 2019 National Student Survey. The educational institutions can supply the data based on the legal basis of 'legitimate interest'. This concerns the following data that institutions provide:

- The name of the institution, combined with the email addresses of the relevant student population.
- The languages in which the students in question will be contacted about participation in the survey.

Additionally, educational institutions (on their own legal basis), can send labels with characteristics the educational institution would like to use to conduct further analysis of student satisfaction. For example, a specific study specialisation.

In addition to the data delivered by the institutions, students also share personal data when completing the National Student Survey. This concerns the following questions in the [NSE questionnaire](#): whether the student is following a programme at a university or a university of applied

sciences and other information about the programme (Bachelor's, Master's or Associate degree or post-initial education; the programme name, faculty name, location; a regular, pre- or post-Master's; whether it's full- or part-time, or a dual programme and whether it involves distance learning).

In addition, this also concerns the following identifying background information:

- In which academic year the student takes the most courses.
- When (date) the student began their course programme.
- Whether the student indicated themselves male, female or other, or whether they skipped this question.
- The student's age on 31 December 2018.
- Which prior education helped the student gain admittance to their current programme.
- The student's living situation (parents, student house or residence from a student housing organisation, private student house, own home/apartment, other).
- Whether the student had an internship during the past year.
- Satisfaction scores on the survey subjects.

Next to this, the moment of taking the survey and the type of device (desktop computer, smartphone or tablet) used to complete the survey is known. This information is also processed and analysed and used in the cleaning of results. Answers from students who complete the survey in under 5 minutes (non-distance learning) or under 3.5 minutes (distance learning) are removed from the data set (see the [2018 NSE Research Accountability Report](#), only available in Dutch).

THE PURPOSE AND THE BASIS ON WHICH STUDIEKEUZE123 PROCESSES PERSONAL DATA

Studiekeuze123 processes this personal data for the following purposes:

- To invite students to participate in the NSE.
- To process the survey data to determine the NSE results, only on the basis of consent.
- To inform students who have participated of the NSE results.
- To inform students they have won a prize due to their participation in the NSE, if applicable.
- The NSE results are used to:
 1. Provide information to help prospective students select course programmes, by allowing them to compare the programme scores of various universities and universities of applied sciences.
 2. Monitor student satisfaction at a national level for the purposes of improving governing policies and researchers using the NSE data (by, amongst others, the Inspectorate of Education; the Ministry of Education, Culture and Science [OCW];

the Expertisecentrum handicap + studie; and umbrella organisations the Association of Universities [VSNU] and Association of Universities of Applied Sciences [Vereniging Hogescholen]), to monitor student satisfaction trends over multiple years.

3. Scientific research.
4. Provide improvement information to universities and universities of applied sciences by allowing them to compare the scores of different programmes and learn from each other and conduct research into improving the quality of the programmes they offer.

INFORMATION FROM THE NSE THAT IS DELIVERED TO UNIVERSITIES AND UNIVERSITIES OF APPLIED SCIENCES

Students can choose how they will participate in the 2019 NSE:

1. I will take part non-anonymously in the 2019 NSE (for my educational institution).
2. I will take part anonymously in the 2019 NSE (for my educational institution).

Depending on the choice, the institutions will receive more or less data from the NSE in an NSE-institution file:

1. Non-anonymous

If the student takes part in the 2019 NSE non-anonymously, the survey responses ([see the NSE questionnaire](#)) are returned to the student's educational institution along with the identifying background information. Any labels the educational institution requested to track are also linked to the student's responses. And any answers to questions added by the institution at the end of the NSE questionnaire are returned as well.

Optional: linked file with email address

Some universities and universities of applied sciences wish to receive the NSE results with the email address through which each student was invited to participate. These institutions receive a separate file with the email addresses of the students who take part non-anonymously along with the corresponding questionnaire numbers. With this file, the institution can link the answers and background information they receive with other (own) files. This allows them to perform further analysis. These institutions use the answers to research ways to improve the quality of their educational programmes.

2. Anonymous

If the student chooses to take part in the NSE anonymously, their answers to the NSE's satisfaction questions and the question about internships will be returned to their college or university with limited background characteristics, namely:

- The name of the student's university or university of applied sciences.
- The name of their course programme.
- The location of this programme.
- Whether the student is studying there full-time, part-time or as part of a dual programme.
- If the student is a regular, pre- or post-Master's student.
- Any labels the educational institution asked to track.

To ensure that the student remains anonymous, even when this information is combined, this combined set of data is made even more anonymous. When there are fewer than five anonymous respondents in a group that combines the above background characteristics and any labels (security keys), then these students' answers are not returned to the educational institution. For more information, see the [explanation of the setup of the institution files](#) (only available in Dutch).

Some schools also link, in addition to the above background characteristics (and any labels), the academic year in which the student takes the most courses to the security key. They thus receive more information with the NSE answers, but relatively fewer records are returned due to privacy protection.

In any case, when there is a population of fewer than five students, the responses of the anonymous students are not returned to the educational institution.

SENSITIVE PERSONAL DATA PROCESSED BY STUDIEKEUZE123

The NSE questionnaire includes a question block: 'Studying with a disability, condition or illness'. Only the students who choose to participate non-anonymously in the NSE will see this block of questions. The questions begin with an explicit request for consent to process this information due to the sensitive nature of the personal information asked.

SHARING PERSONAL DATA

Studiekeuze123 uses the NSE results from all participating students (without email addresses) to create products and/or data files (which cannot be traced to individuals) that are intended to help choose course programmes, help improve the quality of higher education and for scientific and/or statistical studies. This includes, for example, the Studiekeuze123 Studiekeuzedatabase, which shows the average satisfaction scores per programme, and a public data file in which all results are recorded anonymously per student for detailed analysis.

Studiekeuze123 is considering making the entire NSE data set available in the future upon request for additional statistical/scientific research by the Central Bureau of Statistics (CBS). This data set could include information that can be traced to individuals. The data would then be saved by CBS and made available for researchers to access remotely via a secure research environment. The data products

researchers make from this data set will conform to CBS regulations and will never be traceable to individuals.

Educational institutions participating in the 2019 NSE

Only students who choose to participate non-anonymously in the NSE will have their personal data delivered to their university or university of applied sciences. The data is provided for research into improving the quality of the educational programme.

Supplier

To conduct the NSE, a processing agreement has been made with the research agency Ipsos. All data processing takes place within the EU.

When working with companies that process personal data, Studiekeuze123 makes processing agreements to ensure a sufficient level of security and confidentiality for this personal data. Studiekeuze123 remains responsible for these processing operations.

PROCESSING DATA AND RETENTION TIMES

Various files are created when processing the NSE results. A description of these files and how long the files with personal data are kept follows.

Data received from educational institutions

Studiekeuze123 is saving personal data sent by participating universities and universities of applied sciences (email address, name of students' educational institution, language of preference, other labels) until 1 November 2019. This data is used to invite students to participate in the NSE, to process data to determine the survey results and for universities and universities of applied sciences to assess potential improvements.

For educational institutions: institution files, open question and linking file

The linking files containing the email addresses and survey IDs and the NSE result files that are sent to the participating universities and universities of applied sciences will be deleted 1 November 2019.

The 2019 NSE institution files that are delivered to the individual institutions will be deleted by Studiekeuze123 and Ipsos on 1 November 2019. This includes the answers that the students entered for the last question: "Do you have any suggestions or ideas for improving your programme or any other comments? The comments you provide will be sent to your study programme and/or university. The information provided may be used to improve their services."

The public NSE benchmark file

A public file is made with the NSE satisfaction scores of participating students across all course programmes at the participating universities and universities of applied sciences. The information included in this file cannot be traced to individuals. This file is used to help choose course programmes, for higher education quality control and for scientific and/or statistical studies.

Extended benchmark file

In addition to the public benchmark file, an extended version is also created, which is used only by Studiekeuze123 in processing the Studiekeuzedatabase and Studie in Cijfers. The data set follows trends over multiple years, covering (in principal) information from 2010-2019 and including, in reference to students' background characteristics, only the academic year in which the student takes the most courses. In this way it differs from the public benchmark file.

Population file

The population file is created to check the reliability of the NSE results. This file contains a number of characteristics related to population size (N) and the response (n). After one year, this file will be protected against indirect traceability of individuals and then saved by Studiekeuze123.

Studying with a disability, condition or illness

Expertisecentrum handicap + studie has since 2004 published the annual report 'Studying with a disability'. Monitoring by the Expertisecentrum is aimed at policy makers, concerned students and educational institutions. To this effect, information from the 2019 NSE question block 'Studying with a disability, condition or illness' can be provided by Studiekeuze123 to the research agency CHOI with a delivery agreement at the request of the Expertisecentrum for the purposes of creating this annual report. The file is stripped of all identifying variables that are not needed for the study. This file is then deleted by Studiekeuze123 after one year. Any other research requests for this file are also stripped of all identifying variables not needed for that study, before the file is delivered.

Raw data set

The raw data is stored until the term of agreement to implement the National Student Survey with the conducting party, Ipsos, is complete. Should a new party take over the conduction of the survey, the decision may be made to make the data or a portion of the data available to a subsequent service provider.

Studiekeuze123 is considering making this data set including identifying background information available in the future upon request for additional statistical/scientific research by the Central Bureau of Statistics (CBS). The data would then be saved by CBS and made available for researchers to access remotely via a secure research environment. The data products researchers make from this data set will conform to CBS regulations and will never be traceable to individuals.

AUTOMATED DECISION MAKING

Studiekeuze123 does not make any decisions that could have (significant) consequences for people on the basis of automated processes. This means decisions made by computer programmes or systems, without a the moderation of a human (for example, a Studiekeuze123 employee).

VIEWING, EDITING OR DELETING DATA

Each participant in the NSE has the right to view, correct or delete their personal data; the right to later retract their consent for this data to be used; or to object to the processing of their personal data. The right to port data also applies. This means that a participant can send a request to Studiekeuze123 to have a computer file with any personal data that concerns them sent to them or another organisation named by the participant.

A request to view, correct, remove or port personal data or a request to retract consent or complain about the processing of personal data can be sent to student@nse.nl. To ensure that the request is being made by the individual whose data is in question, we ask for a copy of identification to be included with the request. In this copy, black out the photo, MRZ (machine readable zone, the strip of numbers at the bottom of the ID), passport/ID number and Citizen Service Number (BSN) to protect privacy.

Studiekeuze123 will respond to requests as quickly as possible, within four weeks at most. On the basis of article 19 AVG, Studiekeuze123 shall “notify any recipient to whom personal data has been provided of any rectification or erasure of personal data or restriction of processing”.

Studiekeuze123 would like to inform you that it is also possible to register a complaint with the national supervisory authority, the Dutch Data Protection Authority.

PROTECTING PERSONAL DATA

Studiekeuze123 and Ipsos take appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised changes to personal data.

If a participant is still concerned that their personal data is not sufficiently protected or if there is indication of misuse, then that participant should contact student@nse.nl.