The 2019 National Student Survey Questionnaire

V1. Selecteer een taal / Select a language / Sprache auswählen:

1. Nederlands
2. English
3. Deutsch

V2. You can choose to either participate anonymously or non-anonymously. In either case, the results as they will be presented in the final reports will never be traceable to you.

If you choose to participate non-anonymously, your answers will be sent to your school or university in such a way that they can be traced back to you. This will give your institute of higher education more relevant data, which can help them improve the quality of the education they offer. Note that final reports will still never be traceable to you. Click this link to view a list of the data your school or university will receive, how that data will be used and who will use it.

If you choose to participate anonymously, your answers will be sent to your school or university in such a way that they cannot be traced back to you. This will mean your institute of higher education will have less valuable data to help them improve the quality of education. Click this link to view a list of the data your school or university will receive, how that data will be used and who will use it.

How would you like to participate in the 2019 NSE?

1. I will participate in the 2019 NSE non-anonymously
2. I will participate in the 2019 NSE anonymously

A. Background information

V3a. Are you pursuing a university course programme or HBO course programme?

1. A university course programme
2. An HBO course programme

V3b. At which school or university are you enrolled in this course programme?
<lijst deelnemende instellingen>

If you are pursuing more than one course programme, please choose one programme you want to fill out the NSE for.

V4a. Which type of course programme are you pursuing?

1. Bachelor’s (including pre-master programmes)
2. Master’s (for HBO: including continuing education)
3. Associate Degree
4. Post-initial HBO programme
5. Post-initial university programme
6. Other <einde vragenlijst>

V4b. Which subtype of course programme are you pursuing?

1. Regular
2. Post-master
3. Pre-master
V5. Which faculty are you studying at?

V6a. Which course programme are you enrolled in?
<lijst opleidingen met optie "Other programme" als open vraag>

V6b. Which location are you studying at?
<lijst steden waar de opleiding wordt verzorgd met optie "Other location" als open vraag>

V7. Are you studying full-time, part-time or as part of a dual work-study programme?

1. Full-time
2. Part-time
3. Dual work-study

V8. Are you enrolled in this programme via distance learning?
By "distance learning" we mean a form of education that is offered, for instance, via email or in the form of e-learning, meaning students are not bound to a location.

1. Yes
2. No

V9. Which academic year are you in? Please note: If you are enrolled in multiple programmes, please indicate the year of the programme you are most active in. Associate Degree, Bachelor’s and Master’s are considered separate programmes. Please count from the first year of your programme. <Associate degree 1-2; Bachelor’s 1-4; Master’s 1-3; Post-initial HBO programme 1-3; Post-initial university programme 1-3> <not applicable>

V10. When did you start this programme?
Date <day/month/year>

We are aware of the debate on gender identity. In this case, we have chosen to follow the policy the Government of the Netherlands applies to the Key Register of Persons and offer the following three options, including the option ‘other’. If you don’t feel comfortable answering this question, please feel free to skip it.

V11. Are you:
1 Male
2 Female
3 Other

V12. How old were you on 31 December 2018?
... years old <12-99>

V13. Which type of diploma gave you access to your current programme?
1. HAVO
2. VWO
3. MBO
4. HBO first-year certificate (“propedeuse”)
5. HBO diploma or HBO Bachelor’s degree
6. HBO Master’s degree
7. Dutch university – first-year certificate (“propedeuse”)
8. Dutch university – Bachelor’s degree
9. Dutch university – “doctoraal” degree
10. Dutch university – Master’s degree
11. Associate degree
12. Secondary school outside of the Netherlands
13. Higher education outside of the Netherlands
14. Colloquium doctum (Dutch entrance examination for persons of 21+ years old)/entrance interview
15. International baccalaureate
16. EVC procedure (recognition of prior learning)/based on previous education or work experience
17. Other grounds, specifically: … [O]
18. Not applicable
99. Don't know

Accommodation [niet: afstandsonderwijs, duaal en deeltijd]
V14. Where do you live?
1. I live with my parents
2. I live in a student apartment, flat or residence run by a student housing organisation
3. I live in private student accommodation
4. I live in my own home or apartment (rent or own)
5. Other

B. Basic questionnaire

1. General assessment [allen]

V15. We would like to know how you rate your study programme in general. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

Your study programme in general

V16. The following questions are about your general assessments of a number of aspects of your study programme. Please rate your satisfaction with the following aspects: <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a The content of the programme
b The general skills you acquire in your programme
c The academic skills you acquire in your programme <university> / The applied research skills you acquire in your programme < university of applied sciences >
d How well you are prepared for a professional career (voltijd) / Relevance to professional practice (afstand, duaal, deeltijd)
e The teachers involved in your study programme
f The information provided by your study programme
g The learning facilities offered by your study programme
h Examinations and assessment (e.g. assessment criteria and forms of examinations)
i Programme schedules (niet: afstandsonderwijs)
j Your study load
k Academic guidance/counselling
m The general atmosphere within your study programme
n The opportunities made available to you to help improve your programme
o Group/class size (niet: afstandsonderwijs)
p The way your study programme challenges you in a positive way
q The attention for internationalisation (in the curriculum, studying abroad, etc)

2. Content and organisation of teaching [allen]

V17. The following questions focus on the content and organisation of teaching within your study programme. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a The level of your study programme
b How well the content of your study programme meets your expectations
c The match between your prior education and your programme
d How motivating you find your programme to be
e The match between the content of your programme and current professional/academic developments
f The connection between the various components of your programme
g The learning methods used in your study programme
h The quality of the study materials
3. Acquiring general skills [allen]

V18. The following questions are about the general skills you are acquiring in your study programme. Please rate your satisfaction with acquiring the following general skills: <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- Critical thinking
- Problem solving
- Justifying your conclusions
- Communication skills (e.g. oral presentations, conversation)
- Teamwork
- Debating/reasoning skills

4. (Aan WO-studenten) Acquiring scientific skills

V19. The following questions are about the scientific skills you are acquiring in your study programme. Please rate your satisfaction with acquiring the following scientific skills: <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- Analytical thinking
- Critical assessment of scientific work
- Writing scientific papers
- Research methods and techniques
- Conducting research

4. (Aan HBO-studenten) Practical research

V19. The following questions are about the investigative ability you are acquiring in your programme. Please rate your experience acquiring the following research competences: <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- Analytical thinking
- Critical assessment of practical (applied) research
- Reporting on practical (applied) research in writing
- Methods and techniques of practical (applied) research
- Conducting practical (applied) research

5a. Preparation for a professional career [vol/tijd]

V20. The following questions are about your preparation for a professional career. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- Acquiring skills for professional practice
- The focus of your programme on professional practice
- The link to professional practice (e.g. work placements/internships, guest speakers, assignments for external organisations)

5b. Relevance to professional practice [duaal, deeltijd, afstandsonderwijs]

V20. The following questions are about your study programme's relevance to professional practice. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- Acquiring the necessary skills for professional practice
- The focus of your programme on professional practice
- The link to professional practice (e.g. work placements/internships, guest speakers, assignments for external organisations)
6. Your teachers [allen]
V21. The following questions are about the teachers involved in your study programme. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a Your teachers’ subject expertise
b Your teachers’ teaching skills
c Your teachers’ availability outside contact hours (niet: afstandsonderwijs)
d Your teachers’ sense of interaction with their students
e Quality of guidance your teachers provide
f Quality of feedback your teachers provide
g The way your teachers inspire you
h Your teachers’ understanding of professional practice in their field
j Your teachers’ command of the English language (for students who are taught in English)

7. Academic guidance/counselling [allen]
V22. The following questions are about academic guidance/counselling, meaning the guidance or counselling you receive from student advisors, coaches, mentors and tutors: anything outside of planned teacher guidance on your academic work. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a Opportunities for receiving guidance/counselling
b Quality of guidance/counselling provided
c The initiative your study programme shows in providing you with support or guidance

8. Examinations and assessment [allen]
V23. The following questions are about examinations and assessment. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a The transparency of the criteria used to assess your academic work and progress
b The suitability of examinations and assessment to the content of the programme
c Quality of examination on knowledge
d Quality of practical examinations
e The number of assessments in your programme is:
   o Far too few
   o Too few
   o Precisely right
   o Too many
   o Far too many

9. Availability of information [allen]
V24. The following questions are about the information as part of your study programme. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a Information about your academic progress
b Information about rules and procedures
c Information about the organisation of your study programme (such as majors, minors, studying abroad)
d Timely publication of examination and assessment results

10. Study programme schedules [niet: afstandsonderwijs]
V25. The following questions are about study programme schedules. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a The timely publication of study programme schedules
b The timely notification of schedule changes
c Practicality of study programme schedules (with regards to factors like times and locations)
11. Study load [allen]
V26. The following questions are about your study load. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- a The distribution of the study load across the academic year
- b The feasibility of deadlines
- c How much credits (ECs) correspond to the actual study load
- d The ability to take the preferred courses without encountering a study delay
- e The opportunities to combine working and learning (alleen duaal, deeltijd en afstandsonderwijs)

12. Group/class size [niet: afstandsonderwijs]
V27. The following questions are about the group sizes used for tutorials (project groups) and lectures (classes) offered as part of your study programme. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- a Tutorial group size (project groups)
- b Lecture group size (classes)
- c Your study programme’s ratio of large-group learning versus small-group learning

13. Internships [allen]
V28. The following questions are about your internships/work placements. We’re defining internships as any form of learning that allows you to gain practical experience in the field during a set placement period.

Have you done an internship in the past year?
- o Yes
- o No (naar v29)
- o Not applicable (naar v29)

Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- a Supervision of your internship provided as part of your programme
- b Being prepared for your internship as part of your programme
- c Supervision you received at the company or organisation where you did your internship
- d Knowledge or skills you acquired during your internship
- e The link between internships and the rest of your programme

14. Learning facilities [allen]
V29. The following questions are about learning facilities. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

- a Suitability of classrooms
- b Suitability of workstations (e.g. quality of computers and study rooms) (niet: afstandsonderwijs)
- c The availability of workstations (e.g. sufficient number of workstations) (niet: afstandsonderwijs)
- d The library/resource centre (niet: afstandsonderwijs)
- e IT facilities
- f The digital learning environment
- g The library/resource centre (alleen aan afstandsonderwijs)

15. Quality evaluation [allen]
V30. The following questions are about quality evaluation. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

...
a Evaluation of education and learning based on student feedback  
b Information about evaluation outcomes  
c The way your study programme uses evaluation outcomes  
d The way your study programme deals with complaints and issues

16. Pursuit of excellence [allen]  
V31. The following questions are about the ways in which your study programme invites you to excel. Please rate your satisfaction with... <1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a Being challenged or invited to give your very best  
b Being given opportunities to pursue your own interests  
c Being encouraged to explore deeper into the curriculum material  
d Students challenging and inspiring each other to perform to a higher level

17. Internationalisation [allen]  
V32. The following questions are about the ways in which your study programme encourages you to study abroad and to take up other international experiences. Please rate your satisfaction with the following aspects. 1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a

a Encouragement to study abroad  
b Encouragement to learn about other cultures  
c Focus of your programme on international subjects  
d Opportunities offered to you to study abroad or complete a work placement abroad.

18. Contact hours [niet: afstandsonderwijs]  
V33. The following questions are about contact hours. This is the number of clock hours per week in your schedule (rosters) for classes, practicals and tutoring with your teachers and tutors. Hours that do not count towards this total include examinations, internships, work placements, writing theses and individual research. Please indicate how many contact hours you are scheduled per week within your study programme.

a. The following number of contact hours is available to me per week during a teaching period:
   o fewer than 6 clock hours per week  
   o 6 to 12 clock hours per week  
   o 12 to 18 clock hours per week  
   o 18 to 24 clock hours per week  
   o 24 to 30 clock hours per week  
   o 30 or more clock hours per week  
   o n/a

b. To me, this number of contact hours is:
   o Far too few  
   o Too few  
   o Precisely right  
   o Too many  
   o Far too many

19. Studying with a disability, condition or illness [allen]  
V34. Some students may encounter difficulties with their study programme because they have a disability, condition or illness. They might use a wheelchair, for instance, have a serious illness or struggle with dyslexia or RSI. We have drawn up a list of common disabilities or challenges that students deal with. The reason we ask you about this is to learn more about students with disabilities, conditions and illnesses, so that the Dutch government, universities and universities of applied science can work together to improve study experiences and the student life for students with disabilities, conditions and illnesses. Please read these questions carefully and indicate whether you suffer from one or more of these disabilities, conditions and illnesses.
Do you suffer from a disability, condition or illness, such as a physical disability, a (chronic) illness, dyslexia, AD(H)D or mental illness?

- Yes
- No [routing: door naar volgende vragenblok]

V34a. In order to comply with the Dutch Law on Privacy, your consent is needed for your answers on this subject to be disclosed to your study programme or university. If you agree, the information may then be used for the purposes of research and to inform prospective students about study programmes. All the information you supply is treated in the strictest confidence.

We need your approval. Do you consent to your answers about your disabilities, conditions or illnesses being disclosed to your study programme or university?

- Yes
- No [routing: door naar volgende vragenblok]

V35. Do you have any of the following disabilities, conditions or illnesses? You can select multiple answers.

- No disabilities, conditions or illnesses
- AD(H)D
- Osteoarthritis, rheumatoid arthritis or other joint problems
- Autism or related disorders (e.g. Asperger’s, PDD-NOS)
- Hearing impairment (deaf, hard of hearing)
- Chronic fatigue syndrome/ME
- Chronic pain
- Concentration difficulties
- Dyscalculia
- Dyslexia
- Cancer
- Eating disorder (bulimia, anorexia)
- Epilepsy
- Serious intestinal disorder (Crohn’s disease, colitis etc.)
- Cardiovascular disease (e.g. heart disease, high blood pressure, constricted vessels)
- Skin condition (e.g. eczema, psoriasis)
- Lung disease or respiratory problems (e.g. CNSLD, asthma, chronic bronchitis, CF, COPD)
- Migraines/severe headaches
- Motor disability (walking, moving, use of arms)
- Neurological disorder (e.g. MS)
- Obesity (BMI over 30)
- Mental health problem/mental illness (e.g. depression, psychosis, burnout, anxiety disorder, obsessive compulsive disorder)
- Wheelchair user
- RSI (pain or tingling in arms, neck and back as a result of frequent computer use)
- Muscular dystrophy, spasms or other muscle diseases
- Other Musculoskeletal disorder (e.g. spinal disc herniation, paralysis symptoms)
- Speech and/or language disorder (e.g. stuttering, aphasia)
- Diabetes
- Fatigue/lack of energy
- Visual impairment (blind, partially sighted)
- Other, specifically:

V36. Do you have a doctor's statement or an official diagnosis conforming this disability, condition or illness? [Hier de aangekruiste handicaps opnieuw tonen]

- Yes
- No
- In the process of obtaining it
- Don’t know
V37. To what extent does your disability, condition or illness interfere with your studies?  
[Hier de aangekruiste handicaps opnieuw tonen]

- Not at all
- Hardly
- A little
- Considerably
- Extremely

V38. Does your study programme or university offer facilities or services that make it easier for you to study with your disability, condition or illness?

- Yes [routing: door naar vraag B]
- No [routing: door naar vraag 40]

V38b. If yes, how often do you use these facilities?  
[Hier de aangekruiste handicaps opnieuw tonen]:

- Always
- Sometimes
- Never

V39. How would you rate your satisfaction with your school or university’s facilities or services to help you study with your disability, condition or illness?  
[Hier de aangekruiste functiebeperking, aandoening of ziekte opnieuw tonen]

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

V40. Please rate your experience with the following aspects of studying with a disability, condition or illness:  
<1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a Information provided about studying with a disability, condition or illness
b Support given to students with your disability, condition or illness when you first started your course programme
c Online availability of your programme, department or school/university

d The accessibility of your programme, department or school/university’s buildings for people with your disability, condition or illness
e Adapted forms of teaching or learning offered to you
f Consideration shown to you by your teachers and other members of staff
g Factual understanding shown by your teachers and other members of staff enabling them to handle your disability, condition or illness correctly
h Consideration shown to you by your fellow students
i Personal support you’ve received in the course of your degree programme

20. International students  
[[only students with an international pre-education: answer options 12, 13 and 15 from question 13]]

V41. The following questions apply specifically to international students. Please rate your satisfaction with...  
<1 to 5; 1 = very dissatisfied, 5 = very satisfied, 6 = n/a>

a The assistance offered to you by your school or university (e.g. with registration, accommodation, visas etc.)
b The assistance offered by your school or university to help you integrate into Dutch society (e.g. English or Dutch language course, study buddy system)
c One-on-one guidance provided by your mentor/tutor
d The range of courses offered in English
e The level of English of lecturers and staff.

21. The Ultimate Question (allen)
V42. Would you recommend your study programme to friends, family or colleagues?
1 No, absolutely not
2 No, probably not
3 Maybe/possibly
4 Yes, probably
5 Yes, absolutely

22. Ideas or suggestions for improvement (allen)
V43. 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.
1 No
2 Yes (please specify): <Vrij tekstveld>