

Privacy Notice – Early Student Experience Survey (ESES)

The University of the Highlands & Islands issues a survey early in the academic year to obtain feedback from students regarding their experiences to date. The purpose of the survey is to identify areas for improvement and to ensure all students receive an equitable student experience.

The information gathered will be used for the following purposes:

Purpose 1: Administration of Survey, including transfer of student profiles in JISC Online Survey.

We will use your student ID held in our secure student records system (SITS) in order to establish a unique identifier for you, so we can send you a personal link to the survey.

Your student ID number will only be accessed by JISC (who manage the survey tool) and Quality Department staff. Your data will not be accessed by academic or support staff and it will be kept secure and confidential.

This data is not routinely accessed, and will only be made available to staff outside of Quality Departments in the following circumstances: (a) if free text comments made in response to open questions are threatening or abusive (b) respondents contravene the [ICT Information Security Policy](#)

All survey results are stored securely and are handled in compliance with Data Protection legislation and best practice guidelines.

Purpose 2: Analysis of Data

The College takes students views seriously and uses feedback to inform decision making processes to improve our systems, service provision and ultimately, enhance the student experience. Surveys are a useful and efficient way of gathering feedback from our large, and geographically dispersed, student population. The information gathered from the survey is analysed and reported at different levels to help us make changes or inform additional research.

Survey responses are linked to individual student numbers in order that the university can monitor student feedback at various levels. For example, by programme, department, curriculum area, and course of study.

Purpose 3: Analysis of data by academic staff

Academic and support staff have access to a suite of anonymised reports (containing no personal identifiable information) which have been summarised, based on the survey data e.g. number of respondents choosing 'Strongly Agree' for question 1 etc.).

Free text responses to open comments (qualitative) sections are made available to staff. Individual comments are however anonymised and not linked to any other data we hold. **Respondents should take care that they, or others, cannot be personally identified from the content of these comments.** Anonymised quotes from the comments may be used to illustrate the survey findings in internal reports.

Our legal reason for processing your personal data is: Use is necessary for the performance of a task carried out in the public interest or under official authority vested in us. In other words, the college is a publicly funded body that provides teaching and learning experiences (as outlined in the Further and Higher Education (Scotland) Act 2005) to achieve the following purposes:

1. Academic matters
2. College analysis of data
3. Improvement of systems, processes and overall student experience

In addition to your views, we would like to undertake some comparable analysis to see if different groups within our student community have been adversely affected. Such analysis involves the use of data relating to race, ethnic origin, sexual orientation, age, gender, disability, and whether you have experience of having been in care (under a local authority social work department).

A section of the survey will ask you some questions related to these topics. You do not have to answer these, in order to submit a survey response.

Our legal reason for processing the special category data is consent

Your data will, be shared with the following recipients or categories of recipient:

- JISC who manage the survey tool (JISC only process the data on behalf of the University by providing the software. JISC do not retain a copy of your data).
- Quality department staff who administer the survey.

Once anonymised, your data may be shared with:

- Highlands and Islands Students Association (HISA).
- College/University staff (both academic and support)
- High level data analysis which has used the raw data may additionally be shared with Education Scotland, and other external stakeholders.

Retention of Survey Data

Quantitative (numerical) raw data will be kept for the current academic year + 1 year.

Higher level data analysis (% totals etc) plus qualitative (comments) data will be retained for the current academic year + 5 years.

Your information Rights

- You have the right to request a copy of the personal data the college holds/processes about you.
- You have the right to withdraw your consent to the processing of your data at any time by contacting the data controller (see details at the foot of the page).
- You have the right to request that the college/university deletes your personal data. However, once the data has been anonymised, we will only be able to delete the "raw" data (initial survey responses). It will not be possible to disaggregate the amalgamated data.
- You have the right to restrict the processing of your personal data.

If you have any questions or concerns about how your personal data is being processed you can contact the Data Protection Officer by email at dataprotectionofficer@uhi.ac.uk or by post: Data Protection Officer, The University of the Highlands and Islands (UHI), Executive Office, 12B Ness Walk, Inverness IV3 5SQ. Phone: 01463 279000.

If you are not satisfied with the response you receive, you have the right to lodge a complaint with the Information Commissioner's Office about our handling of your data.

The Information Commissioner's Office is UK's independent authority set up to uphold information rights in the public interest. Their website is www.ico.org.uk