

memo<sup>©</sup> MOBILITY SCAN

## GENERAL TERMS AND CONDITIONS

## 1. INTRODUCTORY PROVISIONS

- The **memo**<sup>©</sup> Mobility Scan General Terms and Conditions (hereinafter Terms) of CHE Consult Prague s.r.o., based at Drtinova 557/10, 150 00 Praha 5, Czech Republic; registration No.: 03599591; tax registration No.: CZ03599591; registered at the Municipal Court in Prague C 234398 (hereinafter the Provider), regulates in accordance with § 1751 paragraph. 1 of Act No. 89/2012 Coll., hereinafter the Civil Code, the mutual rights and obligations related to the **memo**<sup>©</sup> Mobility Scan service between the Provider and any other individual or legal entity (hereinafter **memo**<sup>©</sup> client).
- The Terms shall enter into force upon the day of signature by the managing director of CHE Consult Prague s.r.o.
- The Terms shall be applicable to all **memo**<sup>©</sup> clients. The **memo**<sup>©</sup> client accepts these Terms by signing a **memo**<sup>©</sup> Mobility Scan order form (see attachment). The Terms are applicable in full scope also to **memo**<sup>©</sup> clients who have been using the **memo**<sup>©</sup> Mobility Scan service previous to these Terms coming into force, except for the parts that were previously agreed differently. Upon accepting these Terms, they become a binding agreement between the **memo**<sup>©</sup> client and the Provider.
- The Terms shall be governed by the laws of the Czech Republic.
- The Provider reserves the right to change the Terms. Updated Terms are applicable after posting on the **memo**<sup>©</sup> Mobility Scan website [www.memo-tool.net](http://www.memo-tool.net).
- **memo**<sup>©</sup> Mobility Scan is a complex service based on a methodology developed by CHE Consult GmbH, provided and operated by CHE Consult Prague s.r.o. (the Provider). The **memo**<sup>©</sup> Mobility Scan service has been developed to monitor and analyse student exchange mobility programme outcomes. As a product of CHE Consult Prague s.r.o. **memo**<sup>©</sup> Mobility Scan is run without external financing.
- The **memo**<sup>©</sup> Mobility Scan service is based on the **memo**<sup>©</sup> Mobility Scan on-line survey (pre and post), final report, executive summary and additional services provided for the whole period from **memo**<sup>©</sup> Mobility Scan signing by the **memo**<sup>©</sup> client until the final report is delivered (hereinafter **memo**<sup>©</sup> year).

## 2. MEMO MOBILITY SCAN CLIENTS

- A **memo** client is defined as a legal entity that has already started its own **memo** year and paid the **memo** Mobility Scan fee to the Provider.
- So far, **memo** Mobility Scan is offered mainly to the following types of **memo** clients:
  - (a) Higher education institutions (HEIs)
  - (b) HEIs' networks
  - (c) National ministries and agencies

## 3. MEMO MOBILITY SCAN – SCOPE AND MANNER OF SERVICES PROVIDED BY THE PROVIDER

The **memo** Mobility Scan service at the basic price includes:

- Access to the **memo** Mobility Scan two-phase survey for the respective **memo** year (part of the survey is personalised according to the **memo** client specifications - partner institutions, exchange programmes, etc.);
- Access to the **memo** Mobility Scan two-phase survey for 500 students who log into the survey;
- An annual **memo** results report in a form respective to the package selected by the **memo** client;
- The option for exchange students to choose from 8 language versions of the **memo** survey (including English);
- Invitations and regular reminders for each student to fill out the survey;
- Technical support to participating students;
- The right to use the label **memo** partner, awarded by CHE Consult
- Additional assistance:
  - The possibility of making the survey compulsory for students
  - Collaboration in HEIs' internal communication campaigns with students
  - Collaboration in organizing competitions for students in order to stimulate participation
  - Regular feedback on the response rate and measures to increase the rate

## 4. SCHEDULE (MEMO YEAR)

	memo team needs your collaboration
	memo team responsibility
	voluntary

This is a schedule for a **memo** year which lasts approx. 14-17 months. The **memo** year usually starts in June before the beginning of the academic year (in Europe). However, the schedule can be adjusted according to your needs (a **memo** year can start whenever you need).

STEP	TIMING	TASK	DESCRIPTION
1	Before the beginning of the academic year (JUNE - SEPTEMBER)	ADJUSTMENT DETAILS	Surveys need to be individualized. Therefore the <b>memo</b> team will send you a short questionnaire called <b>ADJUSTMENT DETAILS</b> asking information about your institution and exchange programmes (e.g. host institutions, types of programme, types of degree, number of exchange students, etc.) <sup>1</sup>
2		SURVEY INDIVIDUALISATION AND TESTING	After receiving adjustment details the <b>memo</b> team will set-up an individualised survey and test it (internally) for errors.
3		CHECK FOR INCONSISTENCIES	The <b>memo</b> team will send you a link to access the survey so you can check for mistakes (e.g. in the list of host institutions) or unsuitable expressions/options/questions. Please send us a <b>CONFIRMATION E-MAIL</b> to confirm the survey is ready for launch.
4	Beginning of the academic year: 2 - 3 weeks before the first departures (JUNE - SEPTEMBER)	SURVEY LAUNCH REGISTRATION PAGE LINK SEND-OUT	Once your survey is ready, the <b>memo</b> team will send you a <b>link to the registration page and ask you to send it out en masse to all your mobility students</b> of the particular academic year you want to invite. The link will guide your students to a registration page where they complete their email addresses and dates of departure and return. Once they do it, they will be automatically invited to take the survey.
5	WHOLE MEMO SURVEY PERIOD	INVITATIONS, REMINDERS	Students will be invited to take the PRE-survey by the <b>memo</b> team two weeks before their departure and to take the POST-survey one month after arrival. In order to prevent a low return rate the <b>memo</b> team will remind students who are supposed to complete the survey regularly.
6	WHOLE MEMO SURVEY PERIOD	UPDATES ON NUMBERS	In order to increase feedback rates, the <b>memo</b> team will keep you updated on the number of students registered to take the survey and completed surveys on regular basis.
7	INDIVIDUAL (usually it would be April - July)	MEASURES TO INCREASE STUDENT PARTICIPATION	Depending on your individual situation you can discuss possible measures with the <b>memo</b> team (e.g. a communication campaign, general reminders, a competition, etc.)
8	DECEMBER - FEBRUARY	2nd ROUND OF THE REGISTRATION LINK SEND-OUT	In December - February students will be leaving for summer semester stays abroad. <b>You need to send a registration link to students who have not been invited yet.</b> Some contracts could have been signed after the 1st wave of registrations and new mobility students might have appeared in your list, please do not forget to include them in the mailing list. However <b>exclude students who received the link in the winter semester (pay attention to mailing lists)!</b>
9	SEPTEMBER	SURVEY CLOSING	Remember that the data are collected after the last day of the month after the date stated as a <b>survey duration period</b> in the adjustment details (or the last day of September).
10	OCTOBER - DECEMBER	FINAL REPORT AND EXECUTIVE SUMMARY	Once the survey is closed, the <b>memo</b> team process the data and prepares the <b>FINAL REPORT</b> and <b>EXECUTIVE SUMMARY</b> to be delivered in <b>November/December</b> .

<sup>1</sup> If you require to make the **survey compulsory**, please inform us when you are submitting the adjustment details.

## 5. CLIENT COMMITMENT

- The **memo** client commits itself to provide CHE Consult with certain basic information (adjustment details) to create the personalised part of the **memo** Mobility Scan survey.
- The **memo** client will send out a link to the survey (as soon as the survey has been developed) to its outgoing and/or incoming students in time before their departure abroad and ask them to register for the survey.

## 6. RIGHTS AND OBLIGATIONS OF PARTICIPANTS

### Memo year

- A **memo** client is entitled to use the **memo** Mobility Scan survey for the period agreed in the final version of the adjustment details as a **memo** year. Each **memo** year lasts approximately 14-17 months. In Europe, it usually starts in the June before the beginning of the academic year, however it is a free choice. A **memo** client that has paid for **memo** Mobility Scan for more years is entitled to use **memo** Mobility Scan for the number of **memo** years specified in the **memo** Mobility Scan order form.

### Confidentiality clause

- The **memo** client commits itself to confidentiality with regard to the content of the questionnaire, the transfer of which to third parties without previous agreement by CHE is not permitted.

### Memo survey data security

- The Provider guarantees all data of the project is hosted on German servers subject to strict German data security law.
- The **memo** client is aware that CHE Consult will not provide any personal results of the survey to the **memo** client as analysis of the data will be done only by groups, and not by individuals. CHE reserves all rights to the **memo** Mobility Scan survey as well as the methods of analysis.
- Memo survey is operated by Questback software (<http://www.questback.com/>)

### Privacy statement

- By submitting the **memo** Mobility Scan order form the **memo** client gives consent to the processing of personal data in accordance with Act No. 101/2000 Coll., on the Protection of Personal Data. Consent of the **memo** client contact person to the processing of personal data shall be granted for an indefinite period. Consent can be withdrawn at any time by notification sent by e-mail to [memo@che-consult.de](mailto:memo@che-consult.de).
- By paying the invoice the **memo** client gives consent to publication of the name of the institution among memo partner institutions on the website [www.memo-tool.net](http://www.memo-tool.net) and in the memo promotional materials. From this moment on the **memo** client is entitled to use the label **memo** partner.

### Complaints

- Complaints related to functioning and possibilities of **memo** survey are accepted during step 3 (see chapter 4. SCHEDULE (MEMO YEAR), while later complaints might not be considered. This does not apply to technical support provided to students which is provided during the **memo** year.

## 7. PAYMENT METHOD

- The contract document is the **memo**© Mobility Scan order form signed by the **memo**© client and submitted to the Provider.
- The **memo**© client shall pay the Provider for services rendered till the date specified on the invoice, before the survey set-up.
- Should the **memo**© client fail to pay the Provider the full amount specified in any invoice by the due date specified on the invoice, a late fee equal to 5% of the overall price shall be added to the price from the calendar day following the invoice's date.

## 8. PRICE

The **memo**© Mobility Scan is offered for a basic annual<sup>2</sup> price of €995 (plus VAT) which includes analysis of up to 500 students who log into the registration page.

- Each additional student is priced at €1 (plus VAT).
- The **memo**© Mobility Scan can be purchased on an annual basis, covering one **memo**© year.

In addition to the basic price, any combination of one or more following features can be added upon the **memo**© client's request:

- Customised question for + €500 – the survey questions can be customised according to the specific needs of the individual **memo**© client.
- Interactive dashboard + €500 – the results data will be presented in an interactive visual dashboard.
- Final report + €1500 – the results will be presented in a detailed text report containing an in-depth analysis and expert commentary.
- Seminar + €1200 – the findings will be presented to the **memo**© client at a one day seminar, including a discussion on possible follow-up policy actions and strategic development (procedures revision, pre-departure support, student counselling etc.).
- Any further requests can be accommodated on an individual basis with individual pricing.

<sup>2</sup> The annual price is applicable to one **memo**© year (approximately one academic or calendar year).

## MEMO MOBILITY SCAN ORDER FORM

Name of the institution	
Address	
VAT number	
Contact person - name	
Contact person - email	
Contact person - telephone	

Product	<b>memo</b> © Mobility Scan (specified in MEMO MOBILITY SCAN General Terms and Conditions available on <a href="http://www.memo-tool.net">www.memo-tool.net</a> )
Number of "memo years" ordered	
Duration of "memo year"	<b>From</b> mm/yyyy <b>till</b> mm/yyyy
Additional requirements	
Price	
CODE*	

Date .....

Name .....

Signature .....

*Please send a scan of the form to [michaela.klicnikova@che-consult.de](mailto:michaela.klicnikova@che-consult.de).*

\* The CODE indicates who you received this form from. You receive the code together with the form.