



# European Campus Card Association

## Student eID Framework

Workshop Package 2: Activity 2.4: Online Survey Report  
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[www.eidproject.eu](http://www.eidproject.eu) | [www.ecca.eu](http://www.ecca.eu) | [info@ecca.eu](mailto:info@ecca.eu)

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In conclusion, I thank the Erasmus+ Programme of the European Union for the funding support and assistance with this project.

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## Disclaimer

This Report is prepared by the European Campus Card Association (ECCA) as part of a Consultation Process on the Development of a Proposal for a Trusted Student Identification Framework (Student eID Project). The information, which is summarised herein is for general guidance only and is not professional advice and should not be considered such or relied or acted upon in this regard. Whilst the author(s) have tried to ensure the accuracy and completeness of the contents of this document, ECCA cannot offer any undertaking or guarantee, either expressly or implicitly, including liability towards third parties, regarding how correct, complete or up to date the contents of the information provided in this report. ECCA accepts no liability for any loss or damage either direct or indirect arising out of the use of this information.



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# 1. Introduction



## 1. Introduction

### 1.1 Project Overview

The European Campus Card Association (ECCA)<sup>1</sup> is actively progressing with a “Consultation Process on the Development of a Proposal for a Trusted Student Identification Framework”(Student eID Project<sup>2</sup>) that will support the provision of secure identification and authentication of students on a cross-border basis in Europe. Since it was established in 2002, the main policies and strategies of ECCA are dedicated to promoting research for the development and implementation of student electronic identification (eID) credentials in Higher Education Institutions (HEI) that supports student mobility and the provision of trusted identification and secure access to services across European countries.

### 1.2. Online Market Research Survey Overview

As part of the project activities, under Work Package 2, ‘Research, State-of-the-Art & Stakeholders Requirements’, an on-line survey was commissioned, in January 2021 (over a six-week period), to obtain the views and opinions of all relevant stakeholders regarding their requirements and the benefits of a European Student eID that will overcome the obstacles to the cross-border mutual recognition of students. In addition, the Student eID will provide access to both academic and non academic services on a cross-border basis. This survey was representative of all stakeholders, which included HEIs, service providers, students and others, from countries and regions across Europe, USA, Canada, and Asia, with a minimum of 150 target respondents. The total responses to the survey was 279 and the number of fully completed survey responses was 207 (completion rate 74%). For the purpose of the analysis of the results, only the fully completed 207 responses are included in this analysis.

### 1.3. Survey Methodology

The survey questionnaire (Appendix 1) was configured into sections in order to be able to separately review and compare the various needs of the different stakeholders (HEIs, students, service providers / others).

1. Section A (Q1 – Q2): Generic Questions applicable to all respondents.
2. Section B (Q3 – Q15): Applicable to HEIs only.
3. Section C (Q16 – Q28): Applicable to the students sector only.
4. Section D (Q29 – Q41): Applicable to service providers / others group.
5. Section E (Q42): Conclusion and optional contact information.

The questions (‘closed ended’) were structured and worded to obtain unambiguous answers that expressed the views and opinions of participants, regarding to the requirements and benefits of a European Student eID that will overcome the obstacles to the cross-border mutual recognition of students.

<sup>1</sup><http://www.ecca.eu/>

<sup>2</sup><https://eidproject.eu/>

## 2. Presentation of Results



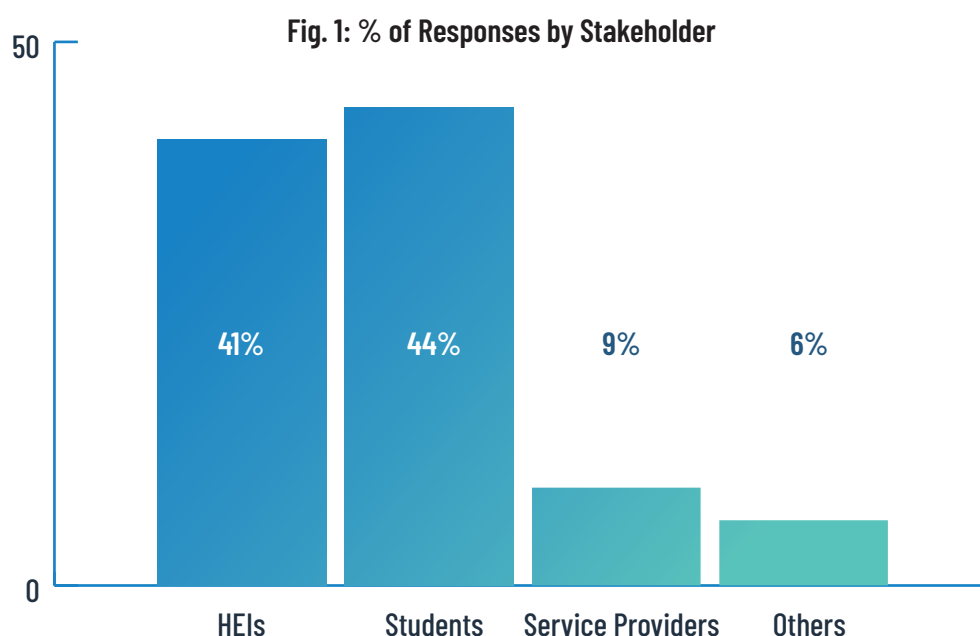
## 2. Presentation of Results

**Question:** Please state your country of residence.

The purpose of this question was to identify where the respondents were from, in order to ensure that we received a good geographical spread of responses from the various regional areas – Europe, USA, Canada, and Asia. In total, we received 207 fully completed responses from 25 different countries (Appendix 2 – Countries).

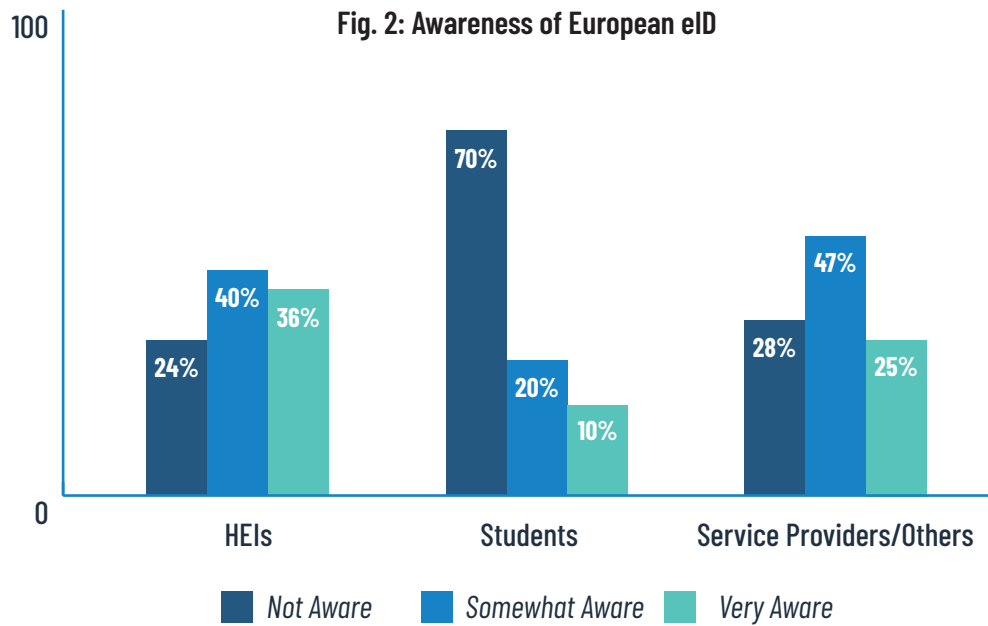
**Question:** Please tick the box that best represents you.

The purpose of this question was to identify the stakeholder categories so as to facilitate the quantification of the number of respondents from each category in order to define their particular requirements. These stakeholder categories included HEIs, students, service providers and others, as outlined in Figure 1 below. From the 207 respondents, HEIs accounted for 41%, students 44%, service providers 9% and others 6% (namely IT programmers/developers, government personnel, professional associations, manufacturers, etc.).



**Question:** The European Student eID, to be implemented by 2025, will enable every student to easily register electronically at the host educational institution and thus have access to cross-border online student services when moving abroad. Please indicate your level of awareness of this.

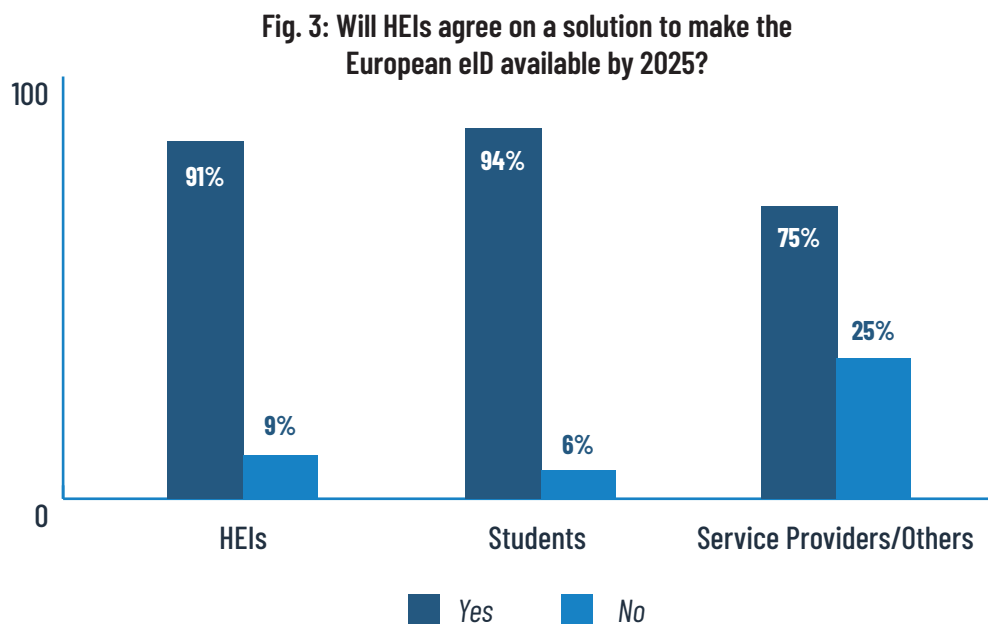
The purpose of this question was to identify each of the stakeholder's level of awareness of the European Student eID, to be implemented by 2025. As can be seen from Figure 2, it shows 24% of HEIs were 'not aware', 40% were 'somewhat aware', with 36% 'very aware'. The Students' awareness shows 70% were 'not aware', 20% 'somewhat aware' and only 10% 'very aware'. The Service providers/Others awareness was outlined as 28% 'not aware', 47% 'somewhat aware' and 25% 'very aware'.



**Question:** The goal of the EU is to make the European Student eID available to all students in Europe by 2025. Do you think the majority of HEIs will agree on a solution that will meet this goal?

The EU has outlined that by 2025 its aim is to make available a European Student eID to students in Europe. HEIs are an important stakeholder in this process and the purpose of this question was to therefore assess if HEIs will agree on a solution in order to meet this 2025 deadline.

Figure 3 below outlines the responses to this question, with 91% of HEIs' opinion that the majority of HEIs will agree on a solution, and 9% disagreeing. It shows that 94% of students are of the opinion that the majority of HEIs will agree on a solution and 6% disagreeing, and of the Services providers/Others group, 75% agreeing and 25% disagreeing.

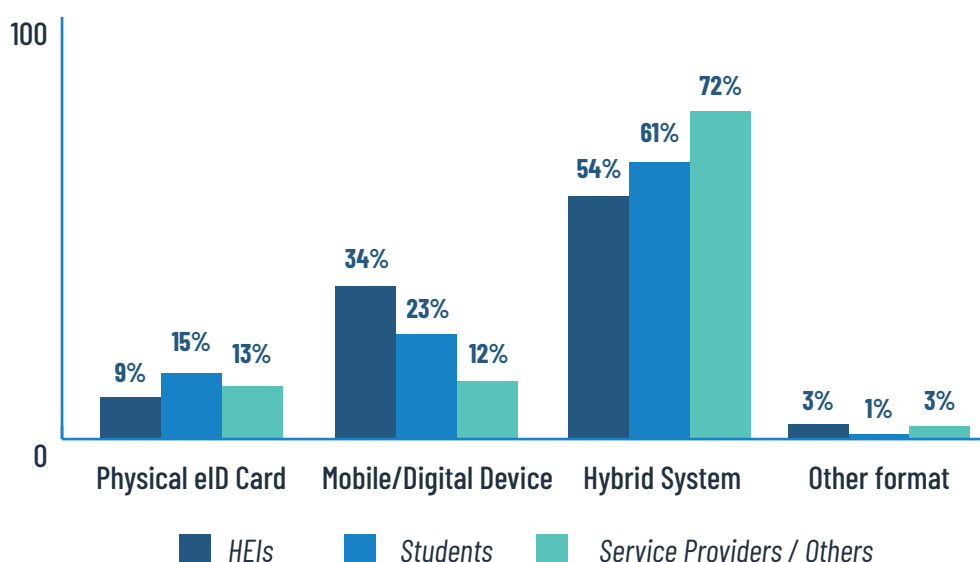




### Question: In which format should the new European Student eID be in?

The purpose of this question was to identify the preferred format of the new European Student eID system. As indicated in Figure 4, a 'hybrid system' (combination of two or more formats e.g., smart card and mobile device or another format) is the most preferred format for 54% of HEIs, 61% of Students and 72% of Service Providers/Other's. This is followed by the 'mobile/digital device' at 34% of HEIs, 23% of Students and 12% of Service Providers/Other's. The 'physical eID card' as a single format was selected by 9% of HEIs, 15% of Students and 13% of Service Providers/Other's. 'Other formats', which accounted for approximately 3%, included a hybrid system with two-factor authentication, a virtual ID for use with smart cards/mobile devices. These findings demonstrate that while a physical smart card on its own is not one of the most popular formats, however when it becomes part of a hybrid system, it is by far the most popular option with all stakeholders.

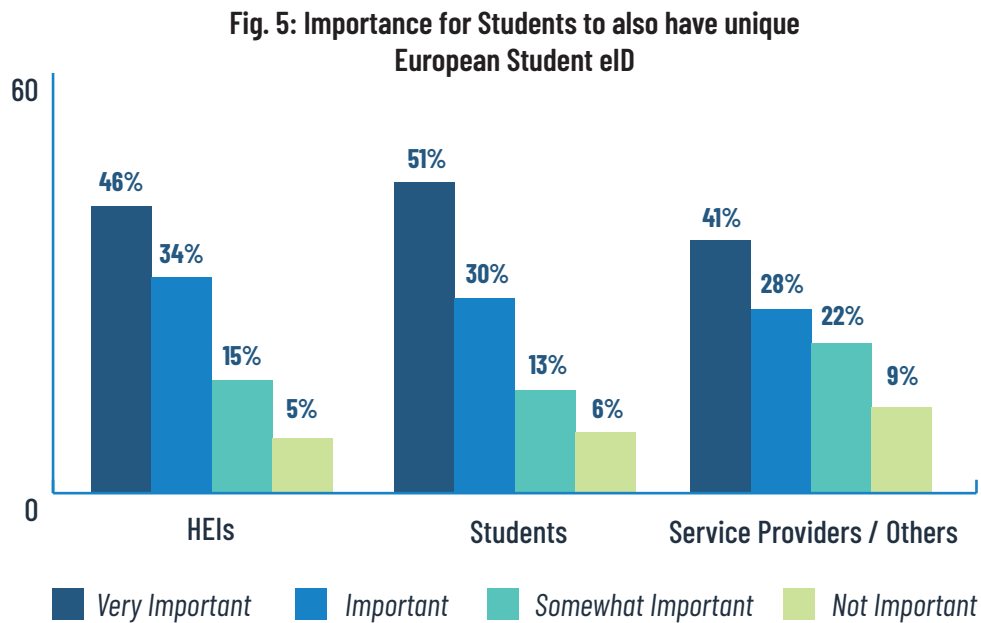
Fig. 4: Format for new European Student eID



**Question:** Each Student currently receives their eID/Campus Card from their own HEI. How important do you think it is for students to also have a unique European Student eID that provides access to services in other campuses both in their home country and on a cross border basis?

The purpose of this question was to establish the stakeholder’s opinion on the importance of students also having a unique European Student eID in addition to their own HEI eID/campus card.

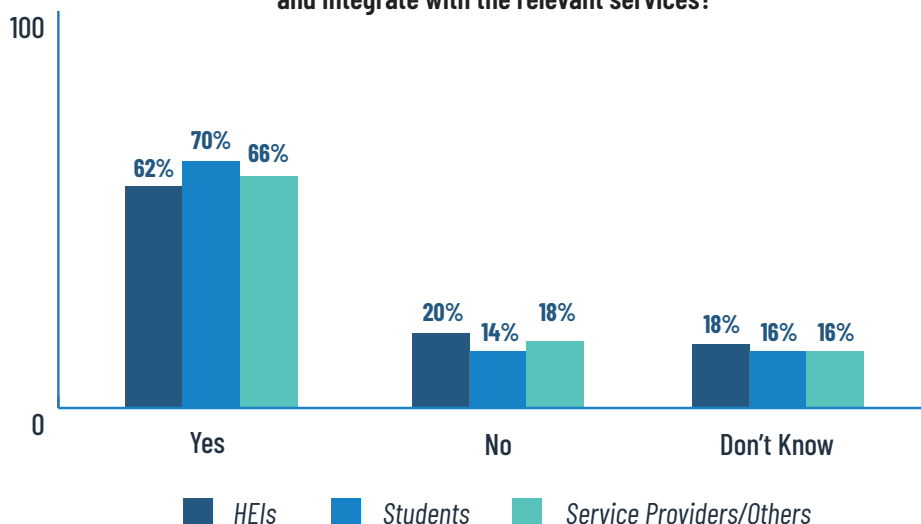
Figure 5 outlines the responses. 46% of HEIs’ stating it as ‘very important’, 34% ‘important’, 15% ‘somewhat important’ and 5% stating it was ‘not important’. The students’ responses, were 51% stating it as ‘very important’, 30% ‘important’, 13% ‘somewhat important’ and 6% stating it was ‘not important’. The Service providers/Others responses, revealed 41% stating it as ‘very important’, 28% ‘important’, 22% ‘somewhat important’ and 9% stating it was ‘not important’.



**Question:** Do you think the European Student eID can replace the existing student ID/Campus Card and integrate with the relevant services (e.g. library, access control, etc.)?

The purpose of this question was to establish if the European Student eID can replace the existing student ID/campus card. In Figure 6, the responses outlined by HEIs were 62% stated ‘Yes’, 20% stated ‘No’, and 18% stated ‘Don’t Know’. The students’ responses are 70% stated ‘Yes’, 14% stated ‘No’, and 16% stated ‘Don’t Know’. The Service providers/Others responses are 66% stated ‘Yes’, 18% stated ‘No’, and 16% stated ‘Don’t Know’.

**Fig. 6 - Can European Student eID replace the existing student ID/Campus Card and integrate with the relevant services?**



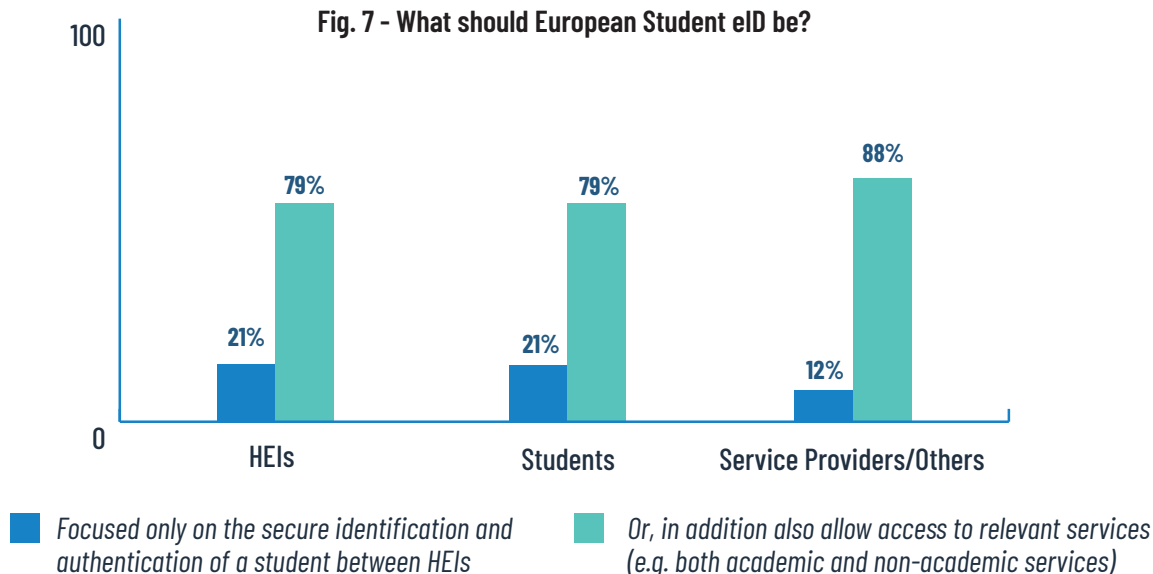
**Question:** In terms of the European Student eID, do you think the eID should be?

- a) Focused only on the secure identification and authentication of a student between HEIs.
- b) Or, in addition also allow access to relevant services (e.g. both academic and non-academic services)

The purpose of this question was to establish what function the European Student eID should have. Should it be limited to secure identification and authentication of data between HEIs or should it also be used to allow access to services, both academic and non-academic services.

Figure 7 illustrates that HEIs at 21%, Students also at 21% and Service providers/Others at 12% favoured the limiting of an eID to just providing secure identification and authentication of a student between HEIs. The addition of providing access to relevant services (e.g. both academic and non-academic services) was a much more desired option, with HEIs and Students each rating it at 79% and Service providers/Others rating it at 88%.

**Fig. 7 - What should European Student eID be?**

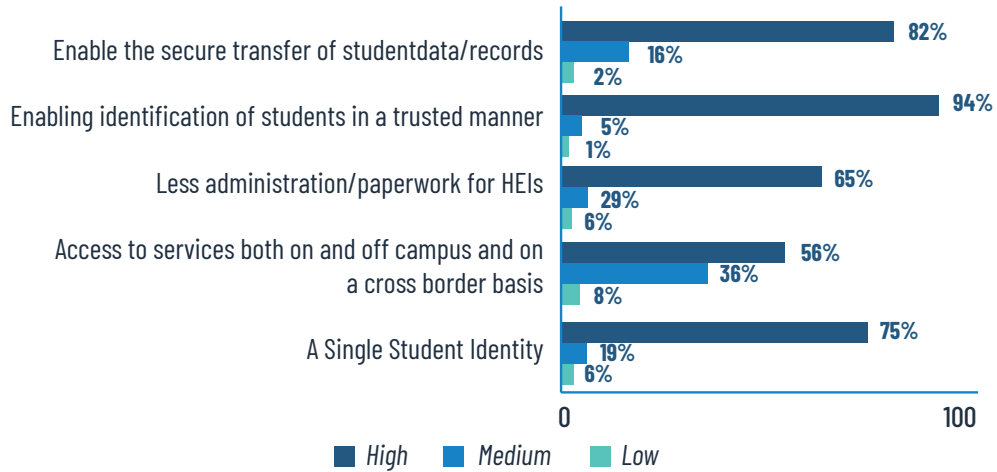


**Question:** There are many potential benefits of the European Student eID. Please rate the potential level of benefit for each:

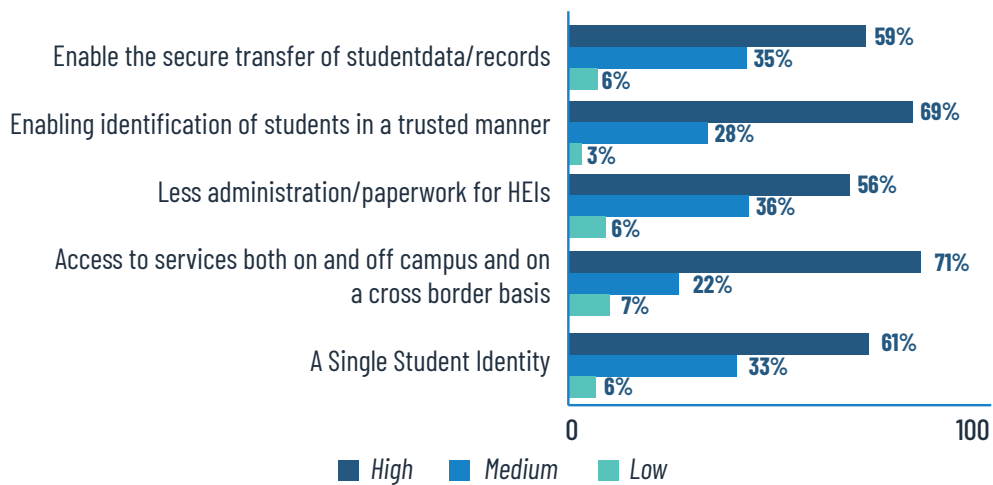
The purpose of this question was to establish how each of the stakeholders rated some of the potential benefits of the European Student eID.

Figures 8a, 8b and 8c, outlines how the stakeholders rated the potential benefit.

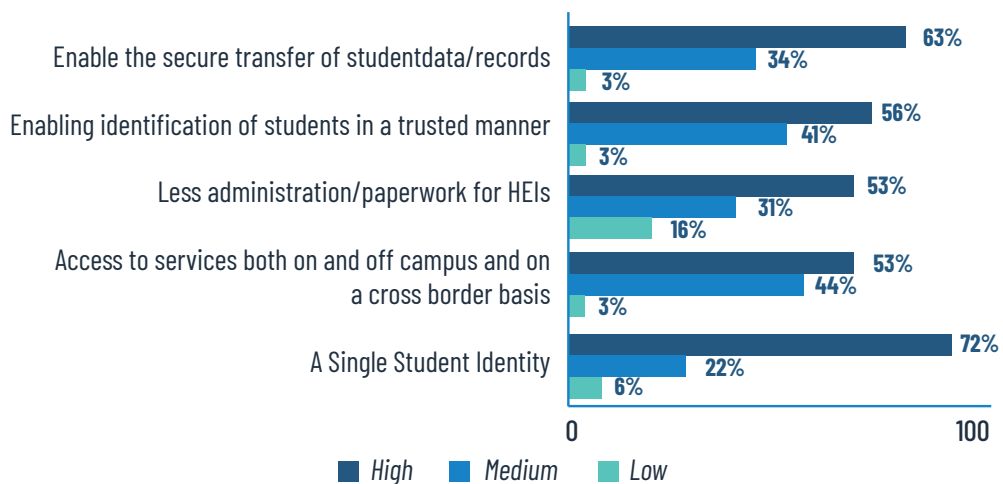
**Fig. 8a - Potential Benefits - HEIs Responses**



**Fig. 8b - Potential Benefits - Students Responses**



**Fig. 8c - Potential Benefits - Service Providers / Others Responses**

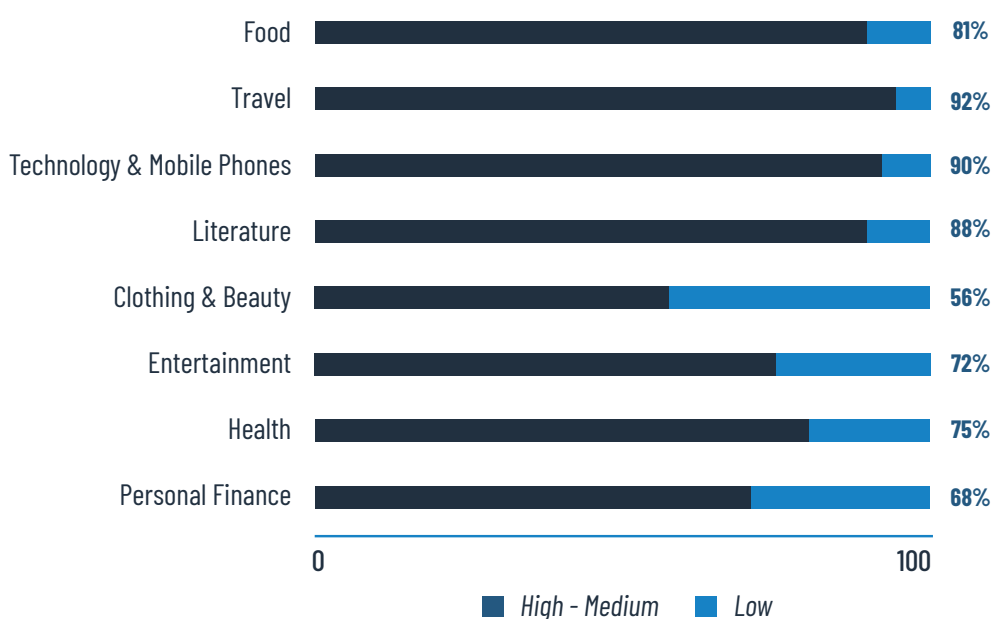


**Question:** Discounts can fulfil an important function for Students. What types of off-campus services would a student most benefit from with the European Student eID? Please rate on a scale of 1 to 5 (1 being the lowest, 5 being the highest).

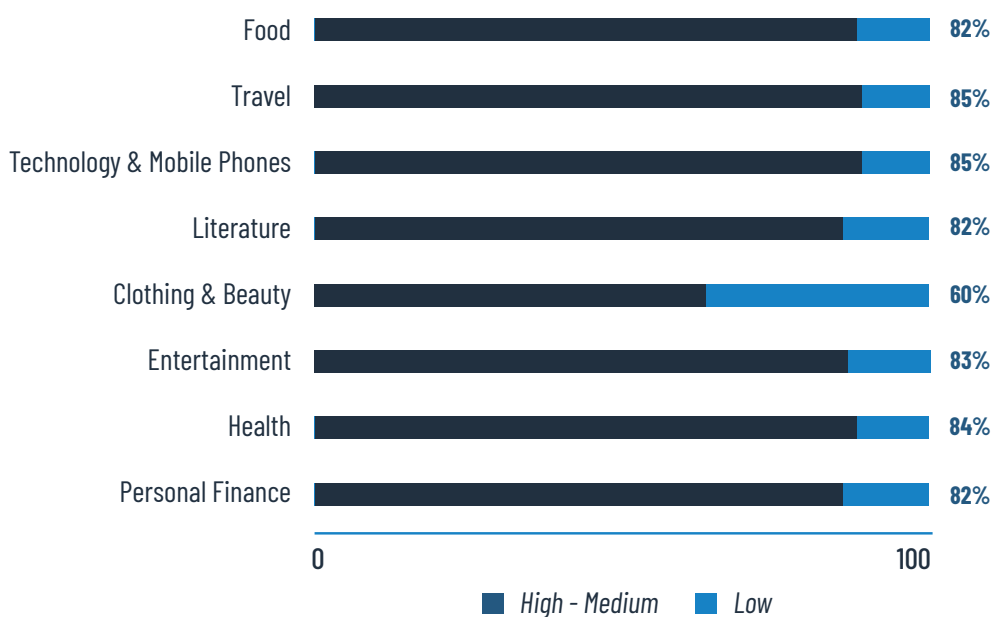
One of the benefits to a student having a European Student eID is to be able to avail of discounts for services on a cross border basis. The purpose of this question was to establish what services a student would most benefit from.

Figures 9a, 9b and 9c illustrates the stakeholders' responses, in that food, travel, and technology & mobile phones, rate among the highest.

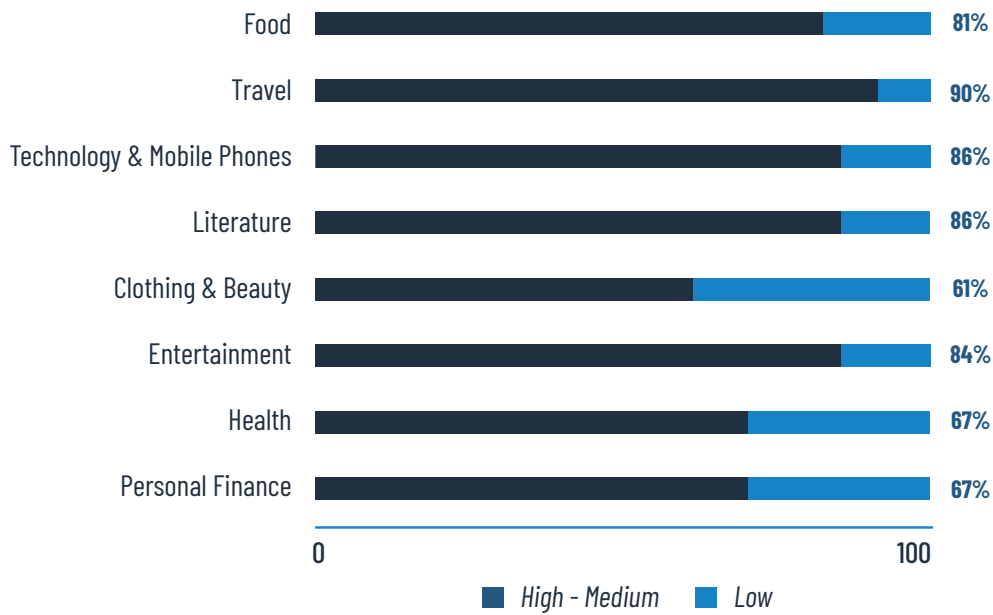
**Fig. 9a - Discounts - HEIs responses**



**Fig. 9b - Discounts - Students Responses**



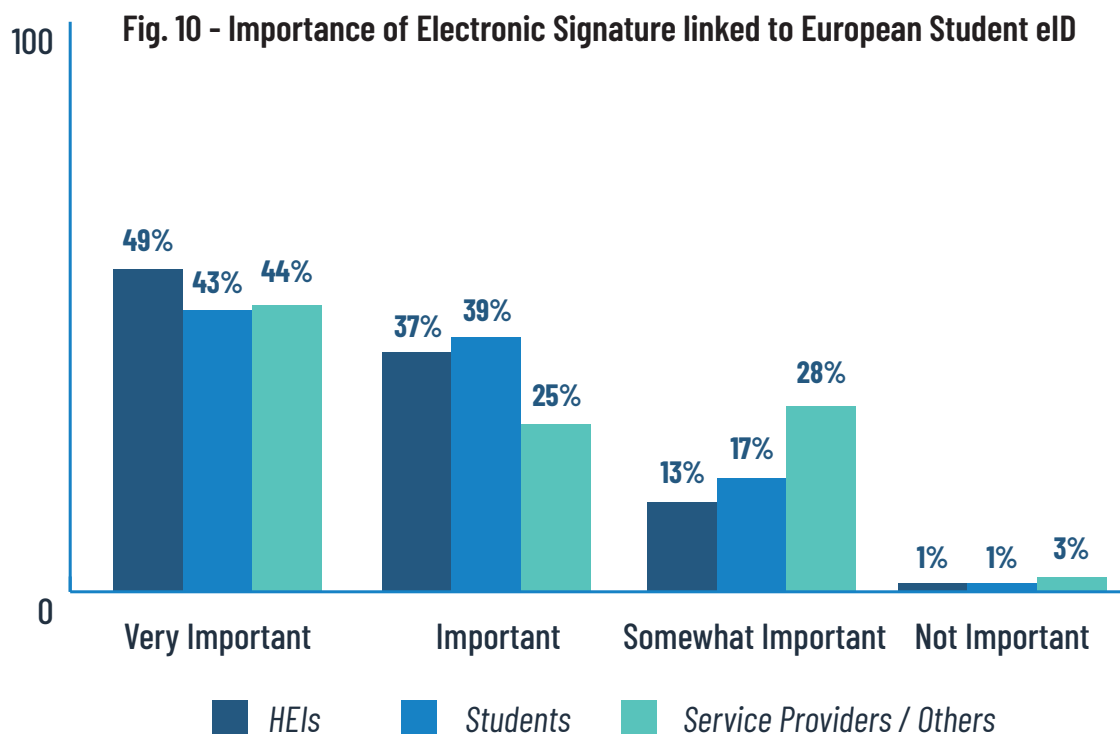
**Fig. 9c - Discounts - Service Providers / Others responses**



**Question:** An electronic signature is a legal way to get consent or approval on electronic documents, which can replace handwritten signatures. Please rate the importance of having the student electronic signature (personal certificate) linked to the European Student eID.

Electronic signatures are becoming more prevalent in the secure exchange of documents. The purpose of this question was to establish the importance of having the student electronic signature linked to the European Student eID.

Figure 10 outlines the stakeholders’ responses. 49% of HEIs stating it as ‘very important’, 37% ‘important’, 13% ‘somewhat important’ and 1% stating it was ‘not important’. The Students’ responses were 43% stating it as ‘very important’, 39% ‘important’, 17% ‘somewhat important’ and 1% stating it was ‘not important’. The Service providers/Others responses were 44% stating it as ‘very important’, 25% ‘important’, 28% ‘somewhat important’ and 3% stating it was ‘not important’.

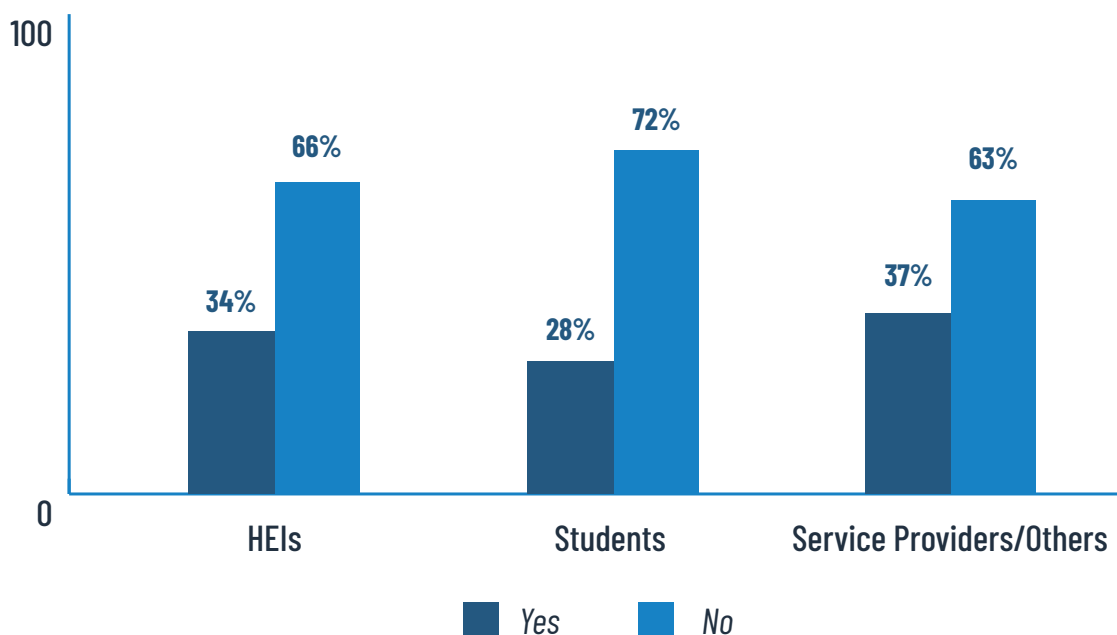


**Question:** In addition to a Physical ID Card, the Student ID/Campus card could also be integrated in a mobile application. Is your HEI using mobile applications for the purpose of student identification?

Mobile applications are becoming increasingly more popular. The purpose of this question was to establish the current level of usage of mobile applications for student identification.

Figure 11 outlines the level of usage as indicated by the stakeholders.

**Fig. 11 - HEIs currently using mobile applications for student identification**

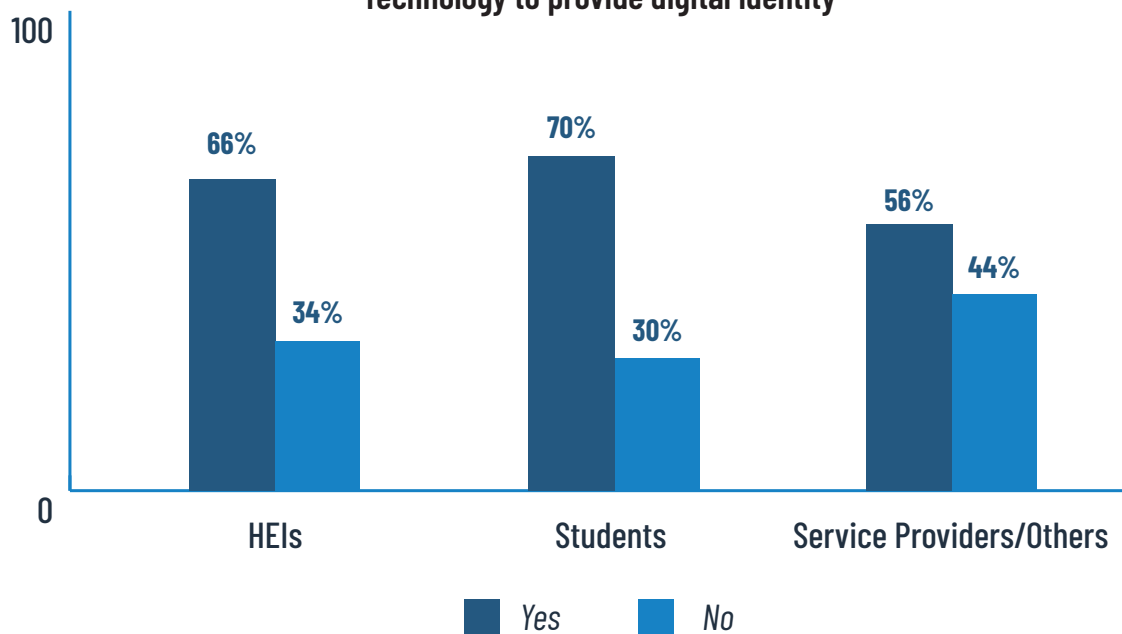


**Question:** There is an increasing use of Biometric technology on mobile phones/devices. Do you think the European Student eID should use Biometric technology to provide digital identity of a student?

Biometric technology is becoming more prevalent for digital identity. The purpose of this question was to establish the stakeholder's opinion as to whether the European Student eID should use this technology to provide digital identity.

In Figure 12, the HEIs responses are 66% stated 'Yes', while 34% stated 'No'. The Students' responses are 70% stated 'Yes', while 30% stated 'No' and the Service providers/Other's responses are 56% stated 'Yes', while 44% stated 'No'.

**Fig. 12 - Do you think the European Student eID should use Biometric Technology to provide digital identity**

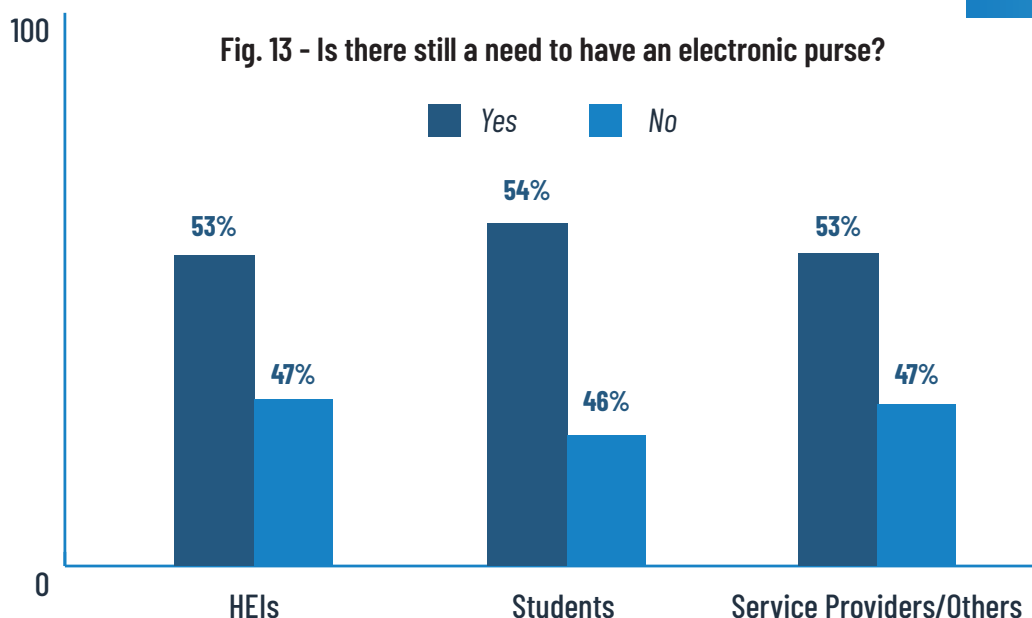


**Question:** With the advancement of banking technology in e-payments (e.g., Tap and Go), is there still a need for the European Student eID/Campus Card to also have an electronic purse, allowing payments both on and off campus?

Electronic purses have been a common feature of the traditional campus card. However, in recent years banking technology in e-payments has advanced considerably with more and more people using tap and go/contactless technology as a payment method. The purpose of this question was therefore to establish if there was still a need for the European Student eID/campus card to also have an electronic purse for payments on and off campus.

In Figure 13, the HEIs responses were 53% stating 'Yes' there was still a need for the European Student eID/campus card to also have an electronic purse for payments on and off-campus, with 47% stating 'No'. Students' responses were 54% stating 'Yes' there is still a need, with 46% stating 'No' and the Service providers/Other's responses were 53% stating 'Yes', with 47% stating 'No'.



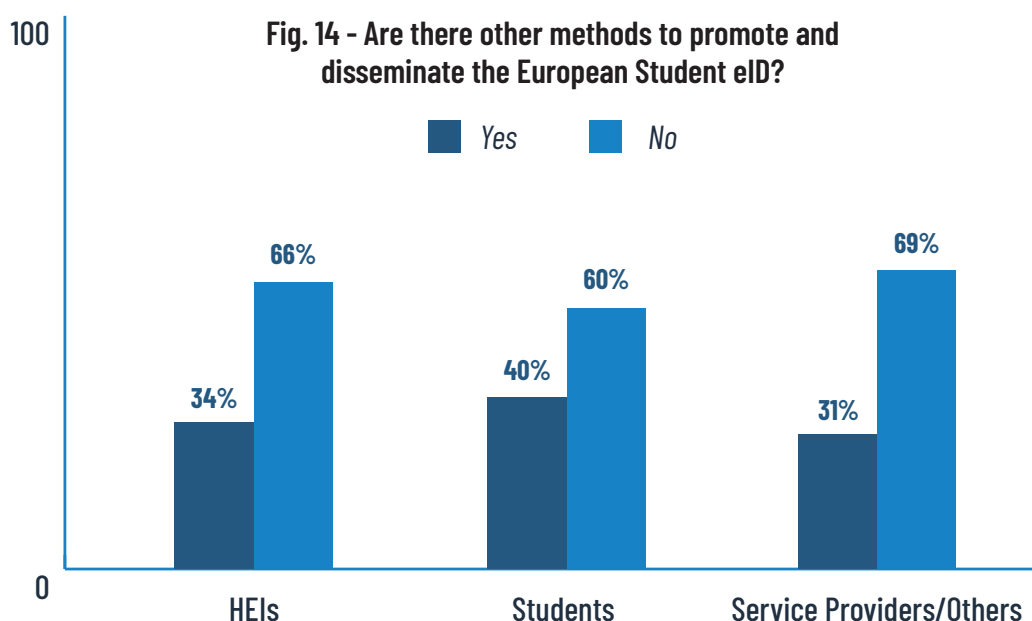


**Question:** Having now completed the previous questions, it may have increased your knowledge of the European Student eID. Do you think there are other methods that may be used to promote and disseminate its rollout?

Earlier in the survey we asked the stakeholders about their level of awareness of the European Student eID to be implemented by 2025. Based on this, the purpose of this question was to therefore establish if there were other methods that could be used to promote and disseminate its rollout.

In Figure 14, the HEIs responses were 34% stating 'Yes' with 66% stating 'No'. Of those that stated 'Yes', some of the methods suggested were through High schools, EU promotional activities, a dedicated EU website, social media, webinars, HEIs directly (using their internal communications/websites/boards), university organisations, partners involved in the project, and dedicated events through HEI forums in each member state.

The Students' responses were 40% stating 'Yes' with 60% stating 'No'. The methods suggested by students were mostly through the university directly using social medial platforms and any internal communication tools such as newsletters and lectures. The Service providers / Other's responses were 31% stating 'Yes' with 69% stating 'No'. Of those that stated 'Yes', some of the methods recommended by this cohort were using students' unions, social media, through a pilot scheme in each member state, and using professional organisations representing HEIs.



### 3. Discussion of Results



### 3. Discussion of Results

The geographical spread of participants in the survey from 25 countries/regions throughout Europe, USA, Canada and Asia resulting in the accumulation of 207 survey responses, provides a statistically significant data set. In addition, there was also a very good cross-section of responses from the various stakeholders, which included HEIs, students, service providers and 'others' groupings.

The Student eCard initiative is part of the vision of the European Education Area<sup>3</sup> aiming to improve the quality of student mobility in Europe. The goal is to make the eCard available to all students in Europe by 2025. The benefits extend beyond students, as it will reduce administrative procedures for the HEIs and the potential for errors (avoiding manual entry of data, duplications, etc). The level of awareness of the benefits among the stakeholders varied considerably. 76% of HEIs were either 'somewhat aware' to 'very aware' and just 24% were 'not aware'. The Service providers / Others group was similar in that almost 72% were 'somewhat aware' to 'very aware' and just 28% 'not aware'. The level of awareness in the Student group however, was considerably lower, with only 30% 'somewhat aware' to 'very aware' and 70% 'not aware' at all. These findings suggest that the HEIs and Service providers have a high level of awareness of a European Student eCard. Nevertheless the awareness of Students cohort, who probably are the most important stakeholder as they are the end user, is low. This is an issue that should now be addressed, as the opinion of the students must be taken in to consideration when defining the requirements of an eCard.

The HEIs are a very important stakeholder in the process of implementing and adopting the European Student eID. As they are responsible for the implementation of the campus card, their role will be significant in agreeing on a solution for its adoption and rollout. The results showed that over 90% of HEIs and Students agreed that HEIs will agree on a solution to make the European Students eID available to all students by 2025. Also 75% of Service providers/Others agreed. This is encouraging as it shows there is a high level of positivity among all the stakeholders that a common and unified solution can be agreed.

Currently the physical ID card is the most common form of student identification on campus. However, in terms of the preferred format for the European Student eID, on average of over 62% of all the stakeholders selected a hybrid system (combination of two or more formats e.g., smart card and mobile device or another format). The physical eID (smart card) on a stand-alone basis was the least popular with the average at 12%. These findings indicate that a hybrid system consisting of a smart card, incorporated with a mobile device or another format, is clearly the most popular choice with the stakeholders. This is not surprising considering the emerging use of mobile and digital technology for eID credentials in recent times. This combined solution for students makes it possible, in the transition to a full mobile ecosystem, to provide access to services, particularly to those that do not have access to a compatible mobile device.

In most situations, each HEI issues their own unique eID/campus card to the student. Depending on the HEI, the services and functions of that eID/card can vary in its use, both on and off-campus. In terms of the importance of students also having a unique European Student eID, that provides access to services in other campuses, both in their home country and on a cross-border basis, this was quite high. Over 80% of HEIs and Students stated it was either 'important' or 'very important' as did over 69% of Service providers / Others. An average of 7% of all stakeholders said it was not important. Again, this is significant and shows how important it is, particularly to the students and HEIs to also have this European Student eID. However, despite this, a high percentage of the stakeholders, 66% of them, believed that European Student eID can replace the existing student ID/Campus Card and integrate with the relevant services. This view was highest among the Students group at 70% approval.

<sup>3</sup>[https://ec.europa.eu/education/education-in-the-eu/european-education-area\\_en](https://ec.europa.eu/education/education-in-the-eu/european-education-area_en)

In terms of the functionality of the European Student eID, an average 82% of the stakeholders stated it should not only be focused on the secure identification and authentication of a student between HEIs but, in addition, allow access to relevant services, both academic and non-academic. This is important, as the vision for the European Student eCard outlines its aim is to 'give students the chance to access online courses and services provided at other HEIs. This will not only facilitate virtual mobility and blended learning but will also give students a greater choice in the programmes they can follow. Integration and functionality that supports service providers to facilitate access to non-academic services is also important to students. Over time, this will allow students to enjoy cultural activities throughout Europe at discounted rates.

The European Student eID has many benefits. Five of these potential benefits were specified in a survey question. The responses to this question clearly reveal that the stakeholders indeed realise the benefits as all scored highly. For HEIs, the benefits that ranked highest were enabling identification of students in a trusted manner, followed by enabling the secure transfer of student data/records. This benefit also ranked highly with Service providers/Others, as did having a single student identity. For the Student group, they outlined having access to services both on and off-campus and on a cross-border basis ranked highest, followed by enabling identification of students in a trusted manner.

As previously outlined, access to services both on and off-campus, and on a cross-border basis is seen as an important benefit and the most important benefit to students. In addition, having discounts to these services is important for students, as they are typically more price sensitive due to their lower disposable income. Companies regularly attempt to target this market by offering wide ranging discounts. In the survey we asked what types of off-campus services that a student would most benefit from with the European Student eID. Travel, technology & mobile phones, and food ranked highly among all stakeholders, with clothing & beauty ranked lowest.

All stakeholders ranked the usage of the European Student eID for the secure transfer of student data/records as an important benefit. Electronic signatures are now becoming very common tools to legally obtain consent or approval on electronic documents, which can replace handwritten signatures. In the survey we asked the stakeholders to rate the importance of having the student electronic signature (personal certificate) linked to the European Student eID. 86% of HEIs and 82% of Students stated it was either 'important' or 'very important' as did 69% of Service providers / Others. These findings support the concept for the use of student digital signatures in the Higher Education Sector.

Student identification is generally provided using a physical ID Card, but mobile applications for identification are now becoming more widespread. A mobile application, also referred to as a mobile app or simply an app, is a computer program or software application designed to run on a mobile device such as a phone, tablet, or watch. Apps were originally intended for productivity assistance such as email, calendar, and contact databases, but the public demand for apps has caused a rapid expansion in their use. In the survey we asked the stakeholders if their HEI was using mobile applications for the purpose of student identification. In their responses, 30% of the stakeholders confirmed HEIs are using mobile apps for student identification. Of those that are using this technology, they also stated that other functionalities/applications should be included in the App such as payments, public transportation, student identification & authentication, library services, access control, registration, discounts/loyalty, booking of campus services. It would therefore seem that the use of mobile applications for identification is increasing but also for services that were typically provided and accessed using the physical card.

There is an increasing use of Biometric technology on mobile phones/devices. In the questionnaire we asked the stakeholders if the European Student eID should use Biometric technology to provide digital identification of a student. Biometrics are physical or behavioural human characteristics that can be used to digitally identify a person to grant access to systems, devices, or data. Examples of these Biometric identifiers are fingerprints, facial patterns, or using voice recognition. Each of these identifiers is considered unique to the individual, and they may be used in combination to ensure greater accuracy of identification. Because Biometrics can provide a reasonable level of confidence in authenticating a person, it has the potential to dramatically improve security. 66% of HEIs and 70% of Students were of the opinion the European Student eID should use Biometric technology to provide digital identity of a student. The opinion of Service providers / Others was lower at 56%. This may be due to the legal aspects and the sensitivity of storing biometric data. Overall, there is still a significant percentage in favour of using this technology to provide digital identity of a student.

The banking sector has invested heavily in trying to persuade customers of the merits of cashless payments. A boost in such payments resulted from the arrival of chip and pin credit and debit cards, followed shortly after by the appealing and hassle-free concept of “contactless” transactions for small payments by card and electronic phone wallet. In addition, since the COVID-19 pandemic more adults are using digital banking or contactless payments in preference to cash. Previously people used to reserve card payments for large transactions. Nowadays younger generations, more comfortable with new technology, have happily turned to card for almost all transactions, no matter how small. With the advancement of this banking technology, we therefore asked whether there is still a need for the European Student eID/Campus Card to also have an electronic purse, allowing payments both on and off-campus. The average response from 53% of the stakeholders was that there is still a need for the electronic purse on the card. When this finding is compared with the finding from a previous ECCA Survey in 2019<sup>4</sup> it highlights a consistent pattern regarding the need for an electronic purse. In that 2019 survey, 49% of responses deemed that an electronic purse was an important campus card application.

The level of awareness of the European Student eID - to be implemented by 2025 - varied among the stakeholders but was particularly low among the Student group. We therefore asked, ‘Do you think there are other methods that may be used to promote and disseminate its rollout’?. An average of 35% of the stakeholders (this being 40% amongst students), said there was, and the prevalent methods mentioned were internal communications with the HEI using social media platforms and communication tools. These findings highlight the need to explore and implement other means of information dissemination that will enhance the current methods in targeting the student population. The current methods of information dissemination, mainly through HEIs are not effective. Relevant European associations and groups could be used to assist in this process e.g., European Students Union, ECCA, EUNIS, EMREX, eID Forum and the European University Foundation.

<sup>4</sup><https://ecca.eu/index.php/projects/vietsch-foundation/publications>

## 4. Conclusion



## 4. Conclusion

The main objective of the survey was to obtain the views and opinions of all stakeholders regarding their knowledge, requirements, and the benefits of a European Student eID that will overcome the obstacles to cross-border mutual recognition of students. Moreover, it will provide access to both academic and non-academic services on a cross-border basis. The study was representative of all stakeholders which included HEIs, Students, Service Providers and Others, from 25 countries across Europe, USA, Canada, and Asia.

The awareness levels among the student group of the European Student eID and the intention to implement it by 2025 is considerably low and therefore needs to be addressed. It would seem there are little if any barriers to its implementation as a high level of HEIs and Students were of the view a solution could be agreed by HEIs for its implementation. Moreover, there seems to be a high demand for the European Student eID particularly among the HEIs and Students. Furthermore, a significant number of respondents were of the view it could replace the existing student ID/campus card, most notably among students. We can see from the results that the preferred format of this new eID is a hybrid system.

In terms of functionality, it was generally agreed it should extend beyond secure identification and authentication to also include access to services both on and off-campus. Therefore, discounts will be important if the use of the Student eID is to extend to services off-campus and particularly for services relating to travel, technology & mobile phones, and food. In addition, mobile applications for student identification are common as are other apps for various services on and off-campus. Consequently, the demand for a hybrid system. Furthermore, Biometric technology for digital identification was popular, particularly among Students and HEIs, as was the requirement for the electronic signature to be linked to the eID. Despite the increase in banking technology card payments, there is still a demand for the European Student eID to have its own electronic purse.

Overall, the study revealed there is strong support for the European Student eID and also identified further important information in terms of its format and other functionalities. The awareness levels do need to be addressed and further dissemination, particularly among the Student group, is necessary using the HEIs social networking platforms and internal communication tools. In summary, analysis of the results from the 207 stakeholders, has identified much knowledge and potential for establishing a European Student eID, which clearly revealed that there are significant benefits for all stakeholders. The data from the survey has also provided a broad understanding of stakeholders knowledge and awareness. In addition, this data will make a valuable contribution towards the implementation and rollout of the European Student eID set for 2025.

# 5. Appendices





## 5. Appendix 1 – Survey Questionnaire

### European Student eID Survey 2021

*Commissioned by the European Campus Card Association*

#### Introduction

The aim of this survey is to obtain the views and opinions of all stakeholders in relation to a European Student eID that will overcome the obstacles to the cross-border mutual recognition of students, thereby improving student mobility throughout Europe.

In the context of this survey;

The European Student eID, can be provided in a physical or virtual means. This can include a physical ID Card, Mobile Device, Biometric or Token. An example of this is the EU Student eCard, which the EU aims to make available to all students in Europe by 2025. For clarity purposes, in this survey the term 'European Student eID' can also refer to the EU Student eCard.

Further information is available on the following links:

<https://eidproject.eu>

<https://ec.europa.eu/digital-single-market/en/eu-student-ecard>

[https://ec.europa.eu/education/education-in-the-eu/european-education-area\\_en](https://ec.europa.eu/education/education-in-the-eu/european-education-area_en)

### European Student eID Survey 2021

1. Please state your country of residence.

2. Please tick the box that best represents you.

- Higher Education Staff
- Student
- Service Provider
- Other (please specify)

3. The European Student eID, to be implemented by 2025, will enable every student to easily register electronically at the host educational institution and thus have access to cross-border online student services when moving abroad.

Please indicate your level of awareness of this.

- Not aware
- Somewhat aware
- Very aware

4. The goal of the EU is to make the European Student eID available to all students in Europe by 2025. Do you think the majority of HEIs will agree on a solution that will meet this goal?

- Yes
- No

If No, please state why.

5. In which format should the new European Student eID be in?

- Physical eID Card (smart card)
- Mobile/Digital device
- Hybrid system (combination of two or more formats)
- Other Format (please specify)

6. Each Student currently receives their eID/Campus Card from their own HEI. How important do you think it is for students to also have a unique European Student eID that provides access to services in other campuses both in their home country and on a cross border basis?

- Very important
- Important
- Somewhat important
- Not important

7. Do you think the European Student eID can replace the existing student ID/Campus Card and integrate with the relevant services (e.g. library, access control, etc.)?

- Yes
- No
- Don't Know

**8. In terms of the European Student eID, do you think the eID should be?**

- Focused only on the secure identification and authentication of a student between HEIs
- Or, in addition also access to relevant services (e.g. both academic and non-academic services)

**9. There are many potential benefits of the European Student eID. Please rate the potential level of benefit for each:**

	Low	Medium	High
A Single Student Identity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to services both on and off campus and on a cross border basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less administration/paperwork for HEIs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enabling identification of students in a trusted manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enable the secure transfer of student data/records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10. Discounts can fulfill an important function for Students. What types of off-campus services would a student most benefit from with the European Student eID? Please rate on a scale of 1 to 5 (1 being the lowest, 5 being the highest).**

	1	2	3	4	5
Personal Finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entertainment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clothing & Beauty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Literature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology & Mobile Phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

**11.** An electronic signature is a legal way to get consent or approval on electronic documents, which can replace handwritten signatures. Please rate the importance of having the student electronic signature (personal certificate) linked to the European Student eID.

- Very important
- Important
- Somewhat important
- Not important

**12.** In addition to a Physical ID Card, the Student ID/Campus card could also be integrated in a mobile application.

Is your HEI using mobile applications for the purpose of student identification?

- Yes
- No

If Yes, please specify if other functionalities/applications are also included in the App.

**13.** There is an increasing use of Biometric technology on mobile phones/devices. Do you think the European Student eID should use biometric technology to provide digital identity of a student?

- Yes
- No

**14.** With the advancement of banking technology in e-payments (e.g. tap and go), is there still a need for the European Student eID/Campus Card to also have an electronic purse, allowing payments both on and off campus?

- Yes
- No

**15.** Having now completed the previous questions, it may have increased your knowledge of the European Student eID. Do you think there are other methods that can be used to promote and disseminate its rollout?

- Yes
- No

If Yes, please specify what these methods could be.

## Conclusion:

Thank you for taking the time to complete our survey. The results will be available in April 2021.

The survey findings report will be available at <https://www.eidproject.eu>

If you provide your name and email address a copy of the report will be emailed to you directly. In compliance with data protection legislation your personal details (name and email) and the name of your HEI/Company will remain confidential and will NOT be distributed or used in the survey report.

### Contact Information (Optional)

Name	<input type="text"/>
HEI/Company	<input type="text"/>
Country	<input type="text"/>
Email Address	<input type="text"/>

## 5. Appendix 2 – Countries

The following are the 25 countries represented by the 207 respondents;

No.	Country Name
1	Austria
2	Belgium
3	Canada
4	Croatia
5	Czech Republic
6	England
7	Estonia
8	France
9	Germany
10	Greenland
11	Hungary
12	Iceland
13	Iran
14	Ireland
15	Italy
16	Latvia
17	Lebanon
18	Netherlands
19	Poland
20	Portugal
21	Scotland
22	Spain
23	Sweden
24	Switzerland
25	United States of America





# European Campus Card Association



**ECCA**  
Student eID Framework



With the support of the  
Erasmus+ Programme  
of the European Union

[www.eidproject.eu](http://www.eidproject.eu) | [www.ecca.eu](http://www.ecca.eu) | [info@ecca.eu](mailto:info@ecca.eu)