

Are you interested in taking part in the research project:

” Exploring the relationship between learning styles and perceptions of service quality in Ryfylke museum: A case study.”

This is an inquiry about participation in a research project where the main purpose is to *exploring the relationship between learning styles and perceptions of service quality in Ryfylke museum*. In this letter, we will give you information about the purpose of the project and what your participation will involve.

Purpose of the project

The project is a master’s thesis of students at the University of Stavanger-faculty of Social Science, Norwegian School of Hotel Management.

The purpose of the project is to investigate the relationship between learning styles and perceptions of service quality in Ryfylke museum.

The project’s objectives are to figure out two research questions: *How is the relationship among learning styles and perceptions of service quality in Ryfylke museum?*

Who is responsible for the research project?

University of Stavanger-faculty of Social Science, Norwegian School of Hotel Management is the institution responsible for the project.

Why are you being asked to participate?

We are looking for participants from the Suldal community and above 18 years old. We expect there are about 50 participants.

What does participation involve for you?

If you chose to take part in the project, this will involve that you fill in an online SurveyXact platform. It will take approx. 5-8 minutes. The survey includes questions about what are your learning styles? and what are your perceptions service quality of Ryfylke Museum? your answers will be recorded electronically.

Participation is voluntary

Participation in the project is voluntary. If you chose to participate, you can withdraw your consent at any time without giving a reason. All information about you will then be made anonymous. There will be no negative consequences for you if you chose not to participate or later decide to withdraw.

Your personal privacy – how we will store and use your personal data

We will only use your personal data for the purpose specified in this information letter. We will process your personal data confidentially and in accordance with data protection legislation (the General Data Protection Regulation and Personal Data Act).

- Our project group including Nu Hoang My Le and Trang Hong Luong, who are two students of Norwegian School of Hotel Management and two supervisors Truls Eric Johan Engstrom and Torvald Øgaard, who are professors from Faculty of Social Science, will be responsible for the project and will have access to the personal data.
- I will replace your contact details with a code. The list of contact details and respective codes will be stored separately from the rest of the collected data.
- Participants will not be recognizable in publications

What will happen to your personal data at the end of the research project?

The project is scheduled to end on 15th June 2020. At the end of the project, the collected data will be stored in an anonymous form.

Your rights

So long as you can be identified in the collected data, you have the right to:

- access the personal data that is being processed about you
- request that your personal data is deleted
- request that incorrect personal data about you is corrected/rectified
- receive a copy of your personal data (data portability), and
- send a complaint to the Data Protection Officer or The Norwegian Data Protection Authority regarding the processing of your personal data

What gives us the right to process your personal data?

We will process your personal data based on your consent.

Based on an agreement with the University of Stavanger-faculty of Social Science Norwegian School of Hotel Management, NSD – The Norwegian Centre for Research Data AS has assessed that the processing of personal data in this project is in accordance with data protection legislation.

Where can I find out more?

If you have questions about the project, or want to exercise your rights, contact:

- Student Nu Hoang My Le, by email: nh.le@stud.uis.no, telephone: +47 90 04 69 57 or student Trang Hong Luong, by email: t.hongluong@stud.uis.no, telephone: +47 40 57 87 41
- Our Data Protection Officer: University of Stavanger-faculty of Social Science, Norwegian School of Hotel Management
- NSD – The Norwegian Centre for Research Data AS, by email: (personverntjenester@nsd.no) or by telephone: +47 55 58 21 17.

Yours sincerely,

Project Leader
Supervisors

Torvald Øgaard

Truls Eric Johan Engstrom

Students

Trang Hong Luong

Nu Hoang My Le



Consent form

I have received and understood information about the project “Exploring the relationship between learning styles and perceptions of service quality in Ryfylke museum: A case study.” and have been given the opportunity to ask questions. I give consent to participate in online survey.

I give consent for my personal data to be processed until the end date of the project, approx. 15th June 2020

(Signed by participant, date)