



University of East Anglia

Information Services Directorate

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[REDACTED]

29 November 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-216)

We have now considered your request of 02 November 2016 for information relating to student access to both illegal and legal web content for the last academic year, 2015/16.

Our response is on page 3 of this letter, together with a copy of your request. We note that we have not received any response to our request of 03 November 2016 for clarification of your request and therefore are responding based upon our initial understanding of your request. In particular, we have understood your reference to 'banned' to mean actions taken by the University ranging from a temporary restriction of access to, and use of, UEA IT infrastructure to a physical banishment of the student from University premises and including the actions we listed in our email of 03 November.

On this occasion, it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information on how many attempts were made to access sites for the breach of copyright over the year nor on the number of instances that Facebook was accessed per month, either on average or for one month in the year. Further information is on page 3 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_16-216)

I wish to make a Freedom of Information request.

I wish to receive a breakdown of data from your internet network/computer systems used by students and staff, whether in halls, on campus or elsewhere, for the last academic year 2015-16.

Please provide for me total numbers of students and separately staff (or combined, if there is no viable way of telling the difference) banned temporarily and (separately) permanently, for attempting to download illegal content from the web, breaking copyright law, (ie: music/film etc from torrent and streaming websites).

In 2015/16, we temporarily disconnected devices belonging to nine (9) students from the University network for a breach of the [University's Conditions of Computer Use](#)¹ by downloading copyright infringing material.

Please also provide a figure for the total known attempts to access sites for the breach of copyright over the year.

[Information not held - s.1(1)(a), Freedom of Information Act]

UEA does not hold a record of attempts to access sites offering copyright infringing material.

How many users were banned in the course of the year for accessing any kind of explicit adult content?

Zero (0). No users were banned for accessing any kind of explicit adult content.

How many times was Facebook accessed per month (either on average or for one month in the year)?

[Information not held - s.1(1)(a), Freedom of Information Act]

UEA does not hold any information indicating the number of times Facebook was accessed per month.

How many times was the university's own online materials, such as workspaces, learning rooms, account logins, accessed per month (average, or same month)?

Within the UEA virtual learning environment, Blackboard, we only track activity on one chosen month per annum to compare year on year growth. The chosen month is November so we can provide data only for November 2015.

In November 2015, we had 15,650 distinct visitors to our online materials hosted in Blackboard. These 15,650 users visited and revisited during a varied number of days in the month.

The average (median) number of days a user visited online materials hosted in Blackboard in November 2015 was 13.

¹ <https://portal.uea.ac.uk/documents/6207125/6476835/cocu-pdf.pdf/>