

**LTC16D037**

**Title:** *Report on Academic Appeals, Complaints, Complaints to the OIA, Plagiarism and collusion, and Senate Student Disciplinary Cases in 2015-16*  
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### **Issue**

The report considers the Academic Appeals and Complaints, OIA referrals, plagiarism and collusion reports and Senate Student Disciplinary Case in the academic year 2015-16.

### **Recommendation**

The Committee is asked to receive the report.

### **Resource Implications**

N/A

### **Risk Implications**

N/A

### **Equality and Diversity**

The report has no Equality and Diversity implications

### **Timing of decisions**

N/A

### **Further Information**

For further information regarding the issues in this paper please contact Dr Andrea Blanchflower on 01603 592618, [a.blanchflower@uea.ac.uk](mailto:a.blanchflower@uea.ac.uk).

### **Background**

This is an annual report produced for the Learning and Teaching Committee, designed to report on the volume of activity in each of these areas and advise on any trends emerging.

## Discussion

### Student population changes

The data shown on numbers of cases needs to be considered in the context of a growing student population.

October census	Year		
	2013	2014	2015
UG & PGT student numbers	14,273	13,805	14,426

### New degree regulations

The first cohort of students to have studied under the new Bachelors and Integrated Masters degree regulations commenced their studies in 2013/14 and graduated in the summer of 2016. These regulations, amongst a number of other changes from the previous set of degree regulations, require students to pass all modules.

### Changes in appeals processes

Improvements in appeals procedures, including the introduction of Faculty Appeal and Complaints panels, were introduced in September 2012 for the academic year 2012/13.

#### 1. Academic Appeals:

The total number of Stage One Academic Appeals received in the academic year 2015/16 was 268, a decrease of approximately 16% compared to the previous year.

The 2014/15 year had experienced a rise in Stage One appeals of 30% compared to the previous year and this was considered to be a result of the introduction of BIM regulations for the cohort commencing in 2013/14, and of the importance to students in achieving a Good Honours outcome. This year's decrease may be attributable to changes in assessment and feedback strategy and practice arising from LTC's and Senate's focus on improving this aspect of the student experience.

Of these Stage One appeals, 35 (13%) proceeded to Stage Two which is comparable with the 26 (9.5%) Stage Two appeals received in 2014/15 and the 31 (17%) received in 2012/13 compared to the 48 (20%) received in 2011/12 prior to the changes in process. This year's data would appear to support the conclusion that the reduction in the proportion of Stage One Appeals that proceed to Stage Two is a result of the improvements in the Appeals Procedures implemented in 2012/13 and that more students than previously was the case are now content that their appeal has been satisfactorily handled at Stage One.

The number of Stage Two appeals that are upheld is comparable to previous years and confirms the proposition that with the increased satisfaction at Stage One we are less likely to receive speculative appeals at Stage Two. The majority of Stage Two appeals that have been upheld have been in relation to a lack of sufficient contemporaneous evidence that a student's case has been fully and properly considered, but the recording of FACP deliberations is continuing to improve and so this should reduce over time.

#### 2. Complaints:

The statistical tables indicate that the number of Academic Complaints received within the University continues to be extremely low. There were 22 Stage One and no Stage Two Academic complaints received in 2015/16 compared to 27 Stage One and 4 Stage Two in 2014/15.

The very low level of complaints across the University as a whole suggests that, for most of our students, the University provides a high quality of service delivery and in the rare instances where a complaint is received that it is satisfactorily dealt with at the first stage of consideration.

### **3. OIA Cases:**

There were 11 cases that proceeded to the OIA in 2015/16 compared to 10 in 2014/15 and 15 in 2013/14. We continue to have a level of OIA complaints which is below the average for our banding.

In 2015/16 the OIA issued judgements on 9 complaints

- 4 related to complaints submitted in 2014/15 of which 1 was settled and 3 were found to be not justified.
- 5 related to complaints submitted in 2015/16 of which 1 was settled and 4 have been found not justified.
- Of the 11 complaints made to the OIA in 2015/16, 6 complaints have yet to receive an outcome

For information, in 2014-15 the OIA issued judgements on 14 complaints. The OIA determined that none of the complaints were justified and only one complaint was partially justified.

At this low volume percentages are not necessarily helpful, but it is certainly pleasing to see that the OIA outcomes reflect the view that we have an effective and fair appeals and complaints system in place.

### **4. Senate Student Disciplinary Cases:**

Analysis of Cases by Type:

#### Regulation 13

The increased vigilance in monitoring attendance, whilst tempered by the more consistent approach to addressing non-attendance, has generated a significant rise in SSDC referrals from 8 cases in 2014/15 to 23 cases in 2015/16. Of the 23 referrals, 1 student withdrew, 2 cases were not progressed, the Committee required 15 students to withdraw from the University and 5 were found in breach of the regulation but allowed to continue with no penalty. No cases proceeded to a full panel hearing.

#### Regulation 18

Plagiarism and/ or collusion cases have seen a significant increase in the number of referrals with 18 cases referred compared to 10 cases in 2014/15 and 7 in 2013/14. This increase is considered to be attributable to the vigilance of School Plagiarism officers and a consistent process.

Of the 18 referrals, 16 cases proceeded to a full panel hearing, 14 led to a confirmation that student in question had plagiarised and 6 students have been required to withdraw from their studies.

Even though the number of referrals has nearly doubled the small numbers involved continue to suggest that while we do have to meet the continuing challenge of ensuring that our students are suitably educated about the nature of plagiarism, we are broadly succeeding in that aim.

The report contains full details of plagiarism and collusion instances reported during 2015/16.

#### Regulation 17

There was a reported rise in assessment related discipline during 2015/16 and this is due to a change in reporting practice. Breaches of Regulation 17 are categorised and then processed in one of three ways:

- As a technical offence with an outcome of a warning letter but no punishment
- As an offence but no SSDC hearing being required and punishment is determined by Chair SSDC
- As a serious offence that requires an SSDC hearing.

In previous years only the serious offences were reported but from now on all breaches will be reported.

The previous years' data shows 2 serious offences (SSDC cases) in 2014/15 and 4 in 2013/14 and this has risen to 7 cases in 2015/16. In total 13 breaches occurred during 2015/16 and of these 13 cases 11 students were referred to reassessment. Given the rise in serious cases we will seek to enhance communications to ensure the requirements upon students in terms of conduct in assessments are fully understood.

#### Regulation 10

Regulation 10 relates to general conduct. There were no cases in 2014/15 and two in 2015/16.

#### Regulation 15

There was only one case referred in 2015/16 under this regulation which relates to the conduct of research, the same as for 2014/15. This suggests that the spike in referrals experienced in 2013-14 was, as surmised, an anomaly rather than an indication of a change in behaviour amongst our students.

#### Regulation 14

These cases present the greatest complexity as they are concerned with matters of professional suitability and conduct. However, the number of cases is very small: only 2 cases proceeded to a full hearing. Given the significant number of students on courses that are covered by Regulation 14 this is a very pleasing figure that reflects the quality of teaching and professional guidance that our professional students receive.

ACADEMIC APPEALS - UNDERGRADUATE  
 October 2015-September 2016

Faculty and School	STAGE ONE							STAGE TWO					
	No. of Stage One Appeals received	Carried Forward from 2014/15	Not pursued by complainant	FACP Reject	FACP Upheld	Out of time	Pending	No. of Stage Two Appeals received	Carried Forward from 2014/15	Not pursued by complainant	Reject	Upheld	Pending
HUM													
AMA	13		1	6	6			2				1	1
HIS	2			1	1								
HUM													
LDC	14			5	9								
PPL	18			3	15								
FMH													
HSC	56			28	28			11			3	8	
MED	17			6	11			2				2	
SCI													
BIO	9			2	7								
CHE	11			2	9			3			2		1
CMP	16		1	6	9			1				1	
ENV	9			4	5			2			1	1	
MTH	6			1	5								
NAT	2			2									
PHA	10			3	7								
SSF													
DEV	3			1	2			1					1
ECO	8			2	6			1			1		
EDU	1			1									
LAW	30			15	15			7			5	1	1
NBS	10			7	3			1				1	
PSY													
SWK	1				1								
<b>TOTAL</b>	<b>236</b>	<b>0</b>	<b>2</b>	<b>95</b>	<b>139</b>		<b>0</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>15</b>	<b>4</b>
2014 / 15 total	271	17	12	93	183			26	2	1	12	15	2

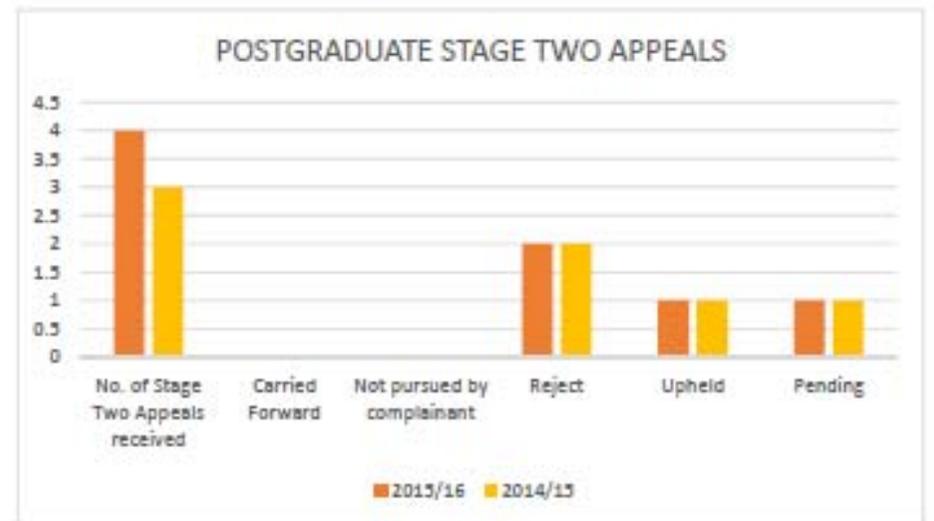
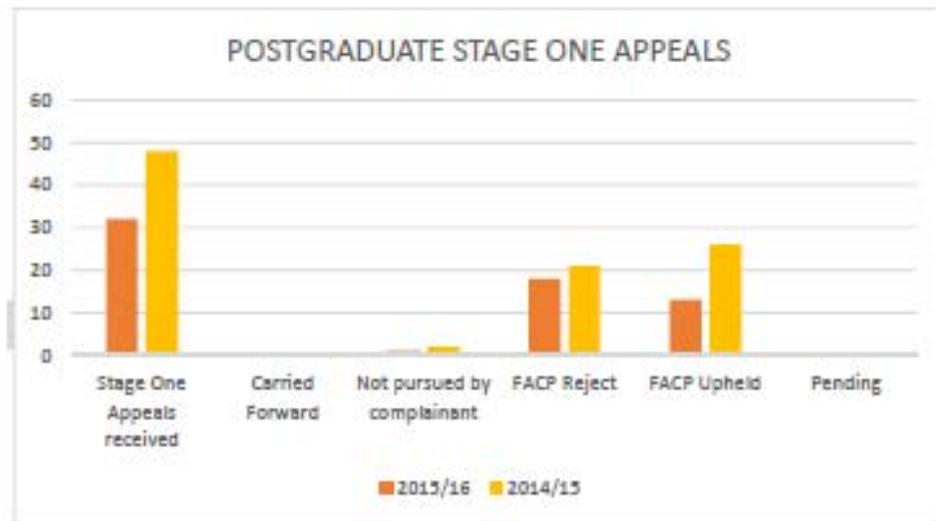
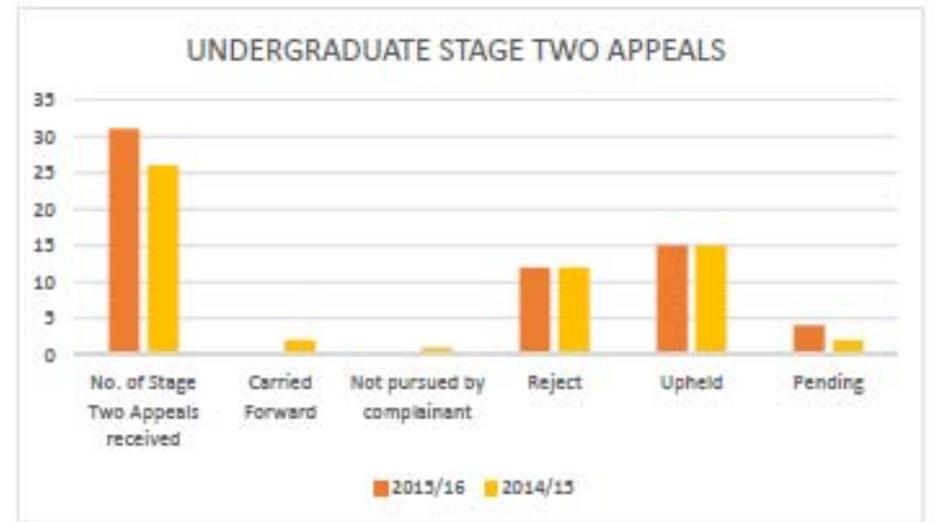
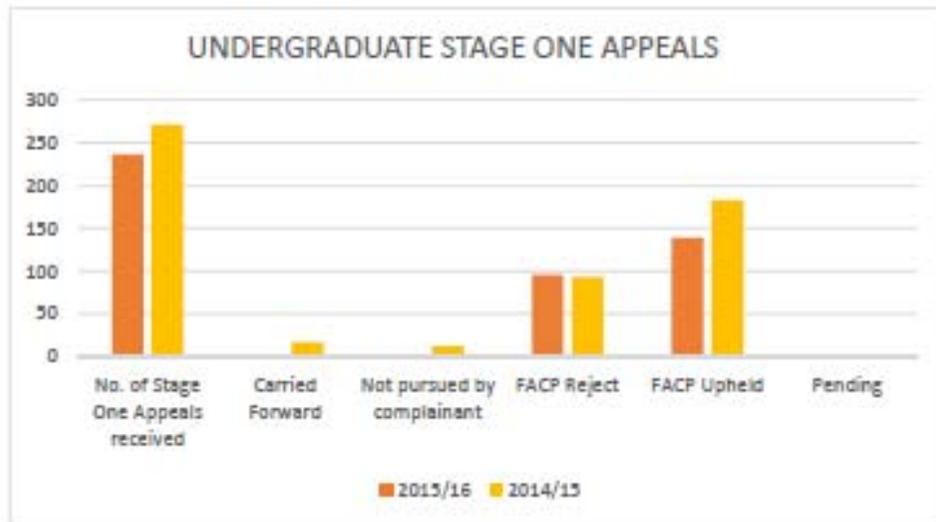
## ACADEMIC APPEALS - POSTGRADUATE

October 2015-September 2016

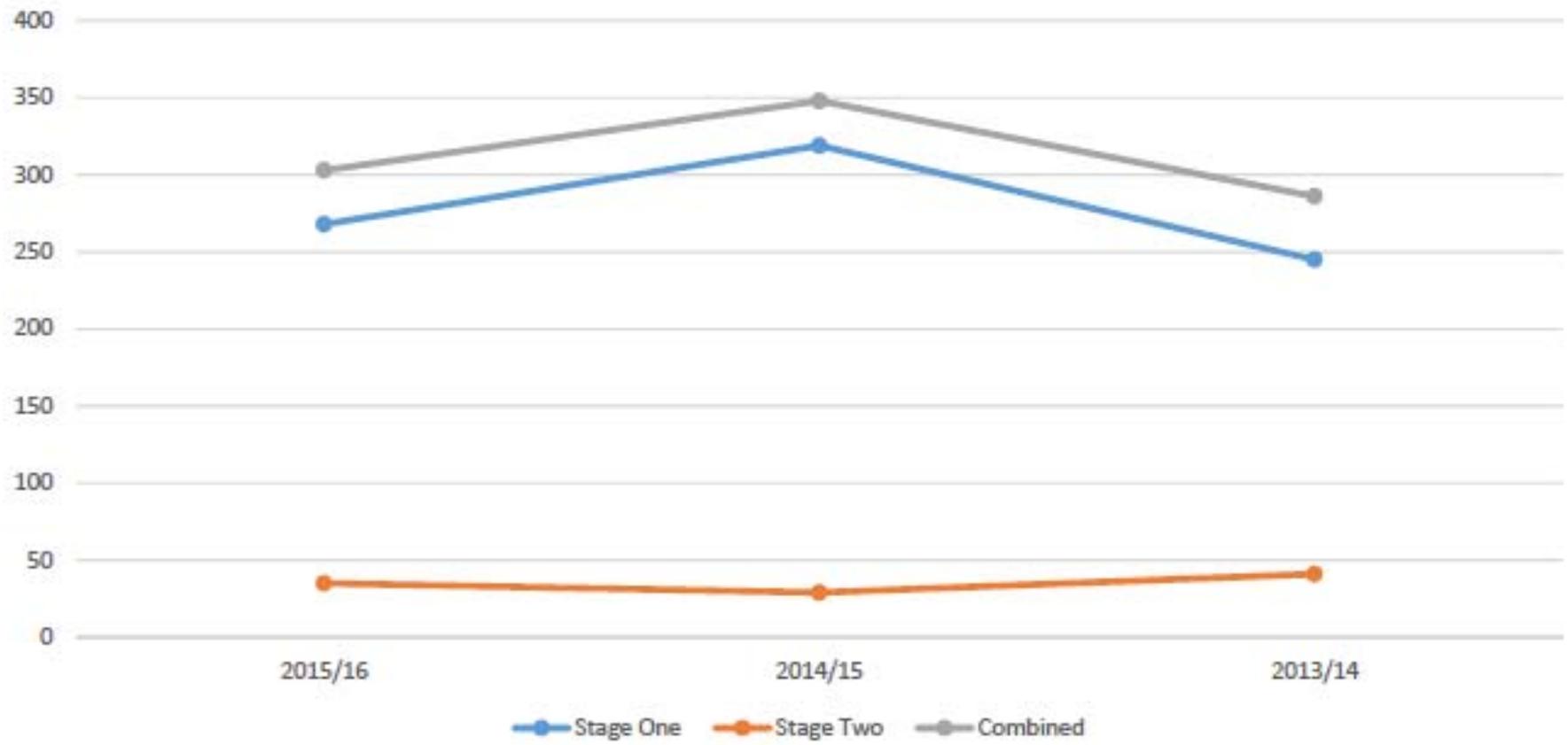
Faculty and School	STAGE ONE							STAGE TWO					
	Stage One Appeals received	Carried Forward	Not pursued by complainant	FACP Reject	FACP Upheld	Out of time	Pending	No. of Stage Two Appeals received	Carried Forward	Not pursued by complainant	Reject	Upheld	Pending
HUM													
AMA	1				1								
HIS													
HUM													
LDC													
PPL	4				4								
FMH													
HSC	2			1	1								
MED	4			4				1			1		
SCI													
BIO													
CHE													
CMP													
ENV	1			1									
MTH	1				1								
NAT													
PHA	7		1	4	2			1					1
SSF													
DEV	4			3	1			1			1		
ECO	4			4				1				1	
EDU													
LAW													
NBS	4			1	3								
PSY													
SWK													
TOTAL	32	0	1	18	13		0	4	0	0	2	1	1

2014/15

Totals	48	0	2	21	26		0	3	0	0	2	1	1
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TOTAL APPEALS BY ACADEMIC YEAR



ACADEMIC COMPLAINTS - UNDERGRADUATE  
 October 2015-September 2016

Faculty and School	STAGE ONE						STAGE TWO				
	Stage One Complaints received	Carried Forward	Not pursued by complainant	FACP Reject	FACP Upheld	Out of time	Stage Two Complaints received	Carried Forward	Not pursued by complainant	Reject	Upheld
HUM											
AMA	3			3							
HIS	14			14							
HUM											
LDC											
PPL											
FMH											
HSC	1			1							
MED											
SCI											
BIO											
CHE											
CMP	1			1							
ENV	1				1						
MTH											
NAT											
PHA	1			1							
SSF											
DEV											
ECO											
EDU											
LAW											
NBS											
PSY											
SWK											
<b>TOTAL</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

ACADEMIC COMPLAINTS - POSTGRADUATE  
 October 2015-September 2016

Faculty and School	STAGE ONE							STAGE TWO					
	Stage One Complaints received	Carried Forward	Not pursued by complainant	FACP Reject	FACP Upheld	Still in Progress	Out of time	Stage Two Complaints received	Carried Forward	Not pursued by complainant	Reject	Upheld	Still in progress
HUM													
AMA													
HIS													
HUM													
LDC													
PPL													
FMH													
HSC													
MED													
SCI													
BIO													
CHE													
CMP													
ENV													
MTH													
NAT													
PHA													
SSF													
DEV													
ECO	1				1								
EDU													
LAW													
NBS													
PSY													
SWK													
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 2015/16 SSDC CASES

Regulation	No. of referrals	Paper/No Hearing	Hearing	Student withdrew prior to Hearing	Breach and Reassessment	Breach and Withdrawn by Committee	Breach and Penalty	Breach and No Penalty	No Breach and No Penalty	Case not Progressed	Still in Progress	Appeal	Reaffirmed decision of SSDC	Appeal Upheld	Other Decision	In Progress	OIA
Reg 10	2	1	2	0	0	0	0	1	0	0	1	0					
Reg 13	23	23	0	1	0	15	0	5	0	2	0	0					
Reg 14	2	0	2	0	0	2	0	0	0	0	0	0					
Reg 15	1	0	2	0	0	1	0	0	0	0	0	0					
Reg 17	13	6	7	0	11	0	0	0	0	1	1	2	2	0	0	0	0
Reg 18	18	2	16	0	8	6	0	0	0	3	1	3	3	0	0	0	0
<b>TOTAL</b>	<b>59</b>	<b>32</b>	<b>29</b>	<b>1</b>	<b>19</b>	<b>24</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

INTO UEA	No. of referrals	Paper/No Hearing	Hearing	Student withdrew prior to Hearing	Breach and Reassessment	Breach and Withdrawn by Committee	Breach and Penalty	Breach and No Penalty	No Breach and No Penalty	Case not Progressed	Still in Progress	Appeal	Reaffirmed decision of SSDC	Appeal Upheld	Other Decision	In Progress	OIA
Reg 13	2	0	2	0	0	2	0	0	0	0	0	0					
Reg 17	2	2	0	0	2	0	0	0	0	0	0	0					
<b>TOTAL</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**2014/15 SSDC CASES**

Regulation	No. of referrals	Paper/No Hearing	Hearing	Student withdrew prior to Hearing	Breach and Reassessment	Breach and Withdrawn by Committee	Breach and Penalty	Breach and No Penalty	No Breach and No Penalty	Case not Progressed	Still in Progress	Appeal	Reaffirmed decision of SSDC	Appeal Upheld	Other Decision	In Progress	OIA
Reg 13	6	6						2		4							
Reg 14	1	1								1							
Reg 15	1		1						1								
Reg 17	2		2		1			1									
Reg 18	6		6		4		1		1			1		1			
<b>TOTAL</b>	<b>16</b>	<b>7</b>	<b>9</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

INTO UEA	No. of referrals	Paper/No Hearing	Hearing	Student withdrew prior to Hearing	Breach and Reassessment	Breach and Withdrawn by Committee	Breach and Penalty	Breach and No Penalty	No Breach and No Penalty	Case not Progressed	Still in Progress	Appeal	Reaffirmed decision of SSDC	Appeal Upheld	Other Decision	In Progress	OIA
Reg 13	2	1	1			1		1				1	1				
Reg 18	4	4								4							
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Plagiarism cases 2015/16

School	TOTAL	UG	PG	Home/EU	O/seas	Low	Medium	High	P,C Not Found	Student withdrew prior to meeting	no meeting held as poor academic practice	Referred to SSDC	SSDC Outcome
AMA	29	19	10	11	18	14	12	2	1	0	0	2	both cases are still ongoing
HIS	2	2	0	2	0	0	2	0	0	0	0	0	0
LDC	6	5	1	6	0	3	2	0	1	0	0	0	0
PPL	14	9	5	4	10	5	8	0	0	0	0	1	0
IIH	4	4	0	4	0	2	2	0	0	0	0	0	0
HSC	10	10	0	10	0	6	4	0	0	0	0	0	0
MED	0	0	0	0	0	0	0	0	0	0	0	0	0
BIO	5	5	0	4	1	1	4	0	0	0	0	0	0
CHE	5	5	0	4	1	1	4	0	0	0	0	0	0
CMP	12	12	0	8	4	3	9	0	0	0	0	0	0
ENV	4	1	3	1	3	2	2	0	0	0	0	0	0
MTH	5	4	1	2	3	3	2	0	0	0	0	0	0
PHA	0	0	0	0	0	0	0	0	0	0	0	0	0
DEV	6	3	3	2	4	0	5	0	1	0	0	0	0
ECO	8	4	4	0	8	1	3	0	4	0	0	0	0
EDU	3	2	1	2	1	2	1	0	0	0	0	0	0
LAW	17	3	14	2	15	2	4	8	3	0	0	0	8 breach and withdrawn by Committee x4, breach and other, breach and reassessment x3
NBS	35	7	28	2	33	19	12	4	0	0	0	0	4 breach and reassessment x4
SWK	1	0	1	1	0	1	0	0	0	0	0	0	0
PSY	1	1	0	1	0	1	0	0	0	0	0	0	0
<b>Total</b>	<b>167</b>	<b>96</b>	<b>71</b>	<b>66</b>	<b>101</b>	<b>66</b>	<b>76</b>	<b>14</b>	<b>10</b>	<b>0</b>	<b>1</b>	<b>14</b>	
	100%	57%	43%	40%	60%	40%	46%	8%	6%	0%	1%	8%	
<b>2014-15</b>	<b>155</b>	<b>116</b>	<b>39</b>	<b>74</b>	<b>81</b>	<b>72</b>	<b>68</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>7</b>	
	100%	75%	25%	48%	70%	46%	59%	15%	11%	1%	0%	5%	

