



University of East Anglia

Information Services Directorate

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12 May 2017

Dear 

Freedom of Information Act 2000 – Information request (ref: FOI_17-094)

We have now considered your request of 12 April 2017 for the following information:

*[1] How many students over the last **four academic years** (2013-14, 2014-15, 2015-16 and 2016-17 so far) dropped out of university citing mental health problems as the reason, or one of multiple reasons, for leaving? Please can you include all students (including undergraduate and postgraduate students both full-time and part-time). I require detail of the year they withdrew from study, their gender (if possible) and also the mental health problem they experienced. Please note **I do not require** any other identifying information, such as name/age etc*

** I know 2016-17 is an incomplete year so please provide as much data as you have so far*

*[2] How many students over **the last four academic years** (2013-14, 2014-15, 2015-2016 and 2016-17 so far) had to take time off from their studies due to mental health problems? Please include detail of the year they took a break from study, how long they had off, the mental health problem cited and whether it was a decision made by the student or the university.*

*Once again I require students of all levels of study (undergraduate, postgraduate taught etc), and both full-time and part-time students. Could you also break this down by gender. **I do not require** any other identifying information. If a student had multiple breaks please could this be noted.*

[3] Can you also provide details of the support given to students returning to their degree after taking a break due to mental health problems? If you have a protocol you follow then please tell us what it is. Or if you have any details on specific cases please let us know. Again, I do not require any identifying information, such as name/ age etc.

We note that we have not received a response to our voicemail message of 08 May 2017 requesting clarification of your request and our response is therefore based on our understanding of your initial request.

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the requested information will exceed the 'appropriate limit' as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

Specifically, it would require more than 18 hours effort to respond to question 2 of your request regarding the number of students that took time off their studies citing mental health reasons. UEA does not record concessions/intercalations with the level of detail requested as we only record that a concession was granted for medical reasons in general without any further description or breakdown of the nature of the medical condition. For the time period requested we have 711 such concessions.

To determine if the concession was for mental health reasons, we would have to look at each file individually, some of which may be in paper form. Assuming that it would require 5 minutes per file to locate and extract the requested information, total time required would be 59 hours, which is clearly in excess of the appropriate limit. Put another way, in order to be within the appropriate limit we would need to spend less than 90 seconds per file and we do not feel that this would be possible.

To assist you in formulating a request to which we can respond, we can provide a response to both questions 1 and 3 as originally submitted, and could provide the number of students that paused their studies for medical reasons, without any indication of what that medical condition might be.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at the address noted in the heading to this letter.

You must appeal our decision 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 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