

**LTC17D050**

**Title:** REPORT ON ACADEMIC APPEALS, COMPLAINTS, COMPLAINTS TO THE OIA, AND SENATE STUDENT DISCIPLINARY CASES IN 2016-17  
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**Issue**

The report considers the Academic Appeals and Complaints, OIA referrals and Senate Student Disciplinary Cases in the academic year 2016-17.

**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**

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**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**

### **1. Academic Appeals**

The number of Undergraduate Stage One Academic Appeals received in the academic year 2016/17 was 245 which is a 3.8% increase from 2015/16. This change is negligible and does not indicate any notable change in volume. The breakdown of these appeals by Faculty and school can be seen in figure 1.

Of these 22 (9%) progressed to Stage Two compared to 31 (13%) the previous year supporting the hypothesis that the Stage One process is working effectively. Improvements have been made in this academic year to the wording and clarity of the Stage One outcome letters which has hopefully meant that students are clearer on their appeal outcomes and so less like to appeal them.

The number of Postgraduate Stage One Academic Appeals received in the academic year 2016/17 was 33 compared to 32 in 2015/16. The breakdown of these appeals by Faculty and school can be seen in figure 2. Of these 2 progressed to Stage Two compared to 4 in the previous year.

Academic Appeals are summarised in the charts and graph shown in figures 3-7.

### **2. Academic Complaints**

The tables in figures 8 and 9 show that the numbers of formal Academic Complaints received in 2016/7 was very low with just 5 for undergraduate of which 1 was upheld and 7 for postgraduate of which 3 were upheld. None of these progressed to Stage Two. It is positive that formal Academic Complaint figures are low and suggests that the University is providing a high level of service and meeting student expectations.

### **3. OIA cases**

There were 10 cases which progressed to the OIA in 2016/17 compared to 11 in 2015/16. Of these 5 were not justified, 1 was justified, 1 was settled informally and 3 are still pending OIA outcomes. These figures are positive to see as they demonstrate that the University Appeals and Complaints procedures are working effectively in resolving students' concerns. Those students who do escalate concerns to the OIA are often doing so because they want to receive a higher mark but do not usually have grounds for the escalation.

The University continues to work closely with the OIA to ensure that our procedures align and that we are embedding the latest good practice from across the sector. The University proactively directs students to the OIA if they feel that their concerns have not been addressed through the University processes.

### **4. Senate Student Discipline Cases**

Full statistics can be seen in figure 10. Analysis by case type:

#### **Regulation 10**

Relates to general conduct. There were 6 cases in 2016/17 which is an increase from the 2 cases in 2015/16. These cases can be of a serious nature relating to causing distress to another student. This increase may be indicative of an increase in likelihood of students reporting such incidents and may continue to rise for this reason. Of these cases 5 went to hearing, 1 of these students withdrew prior to the hearing and the remaining 4 were found in breach of the regulations.

#### **Regulation 13**

Relates to attendance and engagement. There were 16 referrals in 2016/17 for UEA and a further 4 for INTO. Of the UEA cases 4 were in breach and withdrawn and 11 were in breach with no penalty applied. The 4 INTO cases were in breach with no penalty applied.

**Regulation 14**

Relates to professional misconduct and/or unsuitability. There were 4 referrals in 2016/17 of which 2 proceeded to hearing with 1 in breach and given a penalty and 1 not in breach.

**Regulation 15**

Relates to conduct of research and only 2 referrals were made resulting in a single breach and penalty.

**Regulation 17**

Relates to University assessments. There were 7 referrals in 2016/17 which is line with 2015/16. Of these 3 were progressed without hearing and 4 proceeded to hearing. All 7 were found in breach with 5 referred to reassessment, 1 withdrawn and 1 with no penalty. In addition there was 1 referral from INTO resulting in a hearing confirming a breach and reassessment.

**Regulation 18**

Relates to Plagiarism and/or collusion. There were 18 referrals all resulting in hearings. All of those cases which have been heard have resulted in a breach finding. In addition there was 1 referral from INTO which went to hearing and resulted in a breach finding.

**Fig.1.**

**ACADEMIC APPEALS - UNDERGRADUATE**  
October 2016-September 2017

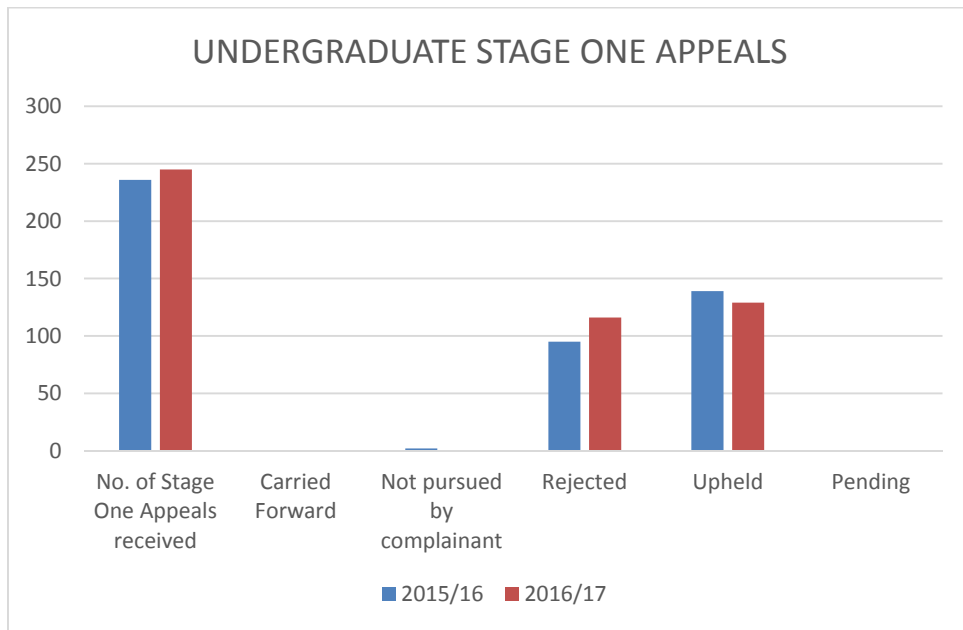
Faculty and School	No. of Stage One Appeals received	STAGE ONE						STAGE TWO						
		Carried Forward from 2015/16	Not pursued by complainant	FACP Reject	FACP Upheld	Out of time	Pending	No. of Stage Two Appeals received	Carried Forward from 2015/16	Not pursued by complainant	Reject	Upheld	Pending	
HUM														
AMA	15			10	5			1					1	
HIS	1			1	0									
HUM	1			0	1									
LDC	15			11	4			1			1	0		
PPL	15			7	8									
FMH														
HSC	56			19	37			7			4	3		
MED	21			14	7			6			2	3	1	
SCI														
BIO	9			2	7									
CHE	6			4	2									
CMP	12			5	7									
ENV	9			3	6									
MTH	4			1	3									
NAT	0			0	0									
PHA	17			9	8			4		1	2	1		
SSF														
DEV	4			3	1									
ECO	17			8	9									
EDU	2			0	2									
LAW	21			8	13									
NBS	15			8	7			2		1	1			
PSY	5			3	2			1			1	0		
SWK	0			0	0									
<b>TOTAL</b>	<b>245</b>	<b>0</b>	<b>0</b>	<b>116</b>	<b>129</b>			<b>0</b>	<b>22</b>	<b>0</b>	<b>2</b>	<b>11</b>	<b>7</b>	<b>2</b>
2015 / 16 total	236	0	2	95	139			0	31	0	0	12	15	4

**Fig.2.**

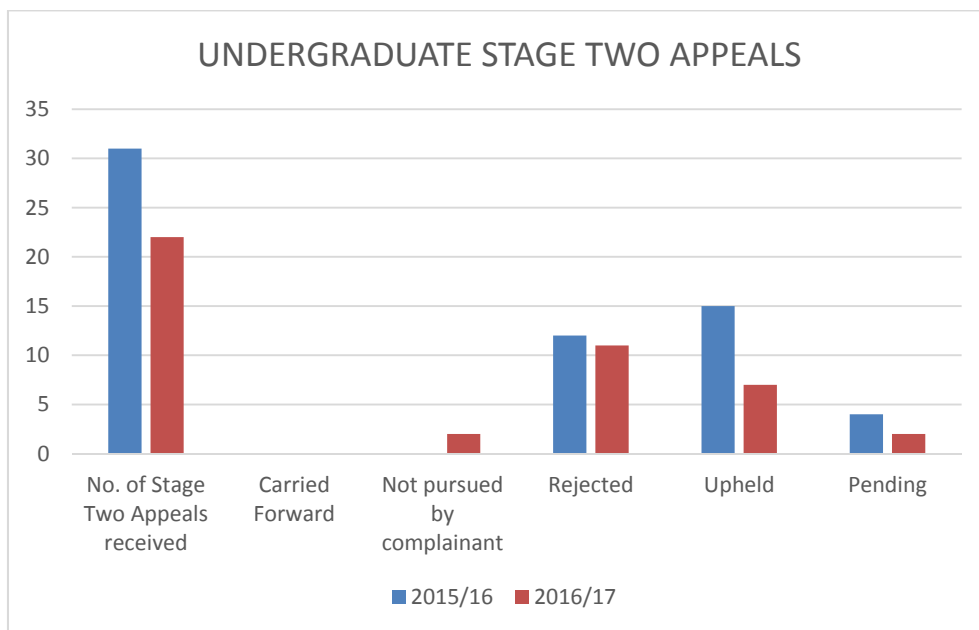
**ACADEMIC APPEALS - POSTGRADUATE**  
October 2016-September 2017

Faculty and School	Stage One Appeals received	STAGE ONE						STAGE TWO						
		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	3			1	2									
HIS														
HUM														
LDC														
PPL	4			1	3									
FMH														
HSC	10			6	4									
MED	5			2	3			1			0	1		
SCI														
BIO														
CHE														
CMP														
ENV														
MTH	1			0	1									
NAT														
PHA														
SSF														
DEV	2			1	1									
ECO	2			0	2									
EDU														
LAW	3			2	1			1			1	0		
NBS														
PSY														
SWK	3			1	2									
<b>TOTAL</b>	<b>33</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>19</b>			<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>
2015/16 Totals	32	0	1	18	13			0	4	0	0	2	1	1

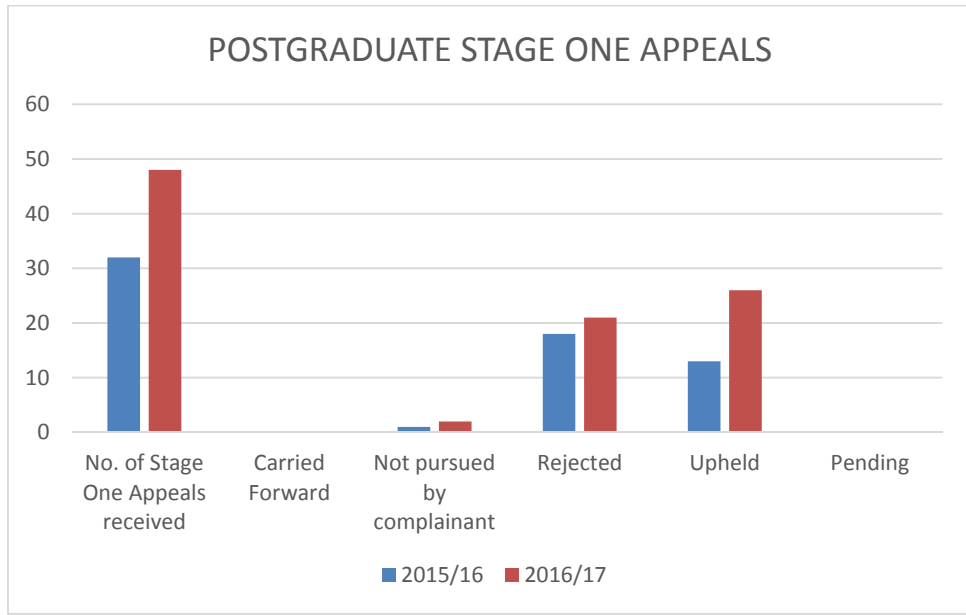
**Fig.3.**



**Fig.4.**



**Fig.5.**



**Fig.6.**

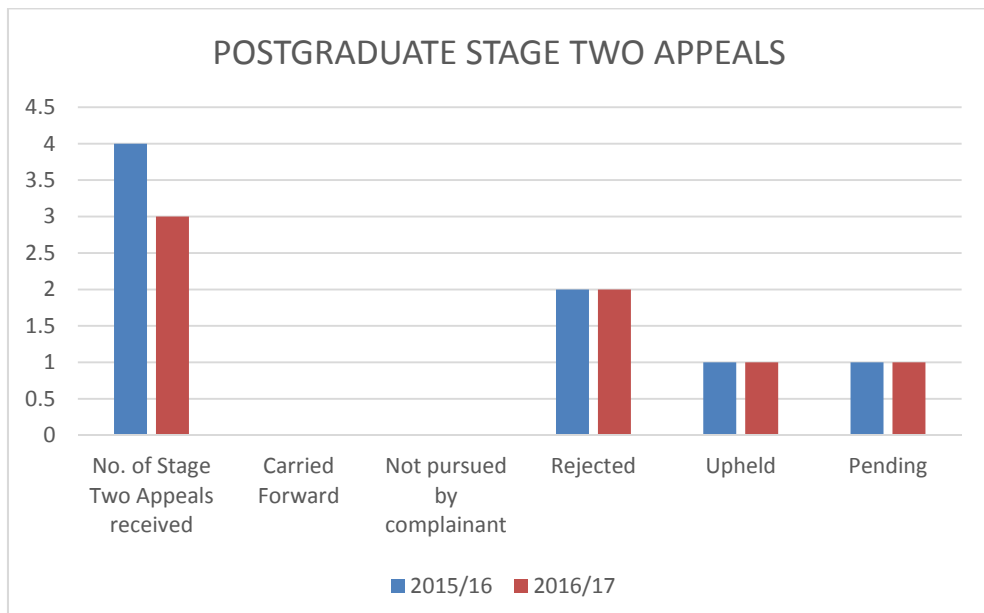


Fig.7.

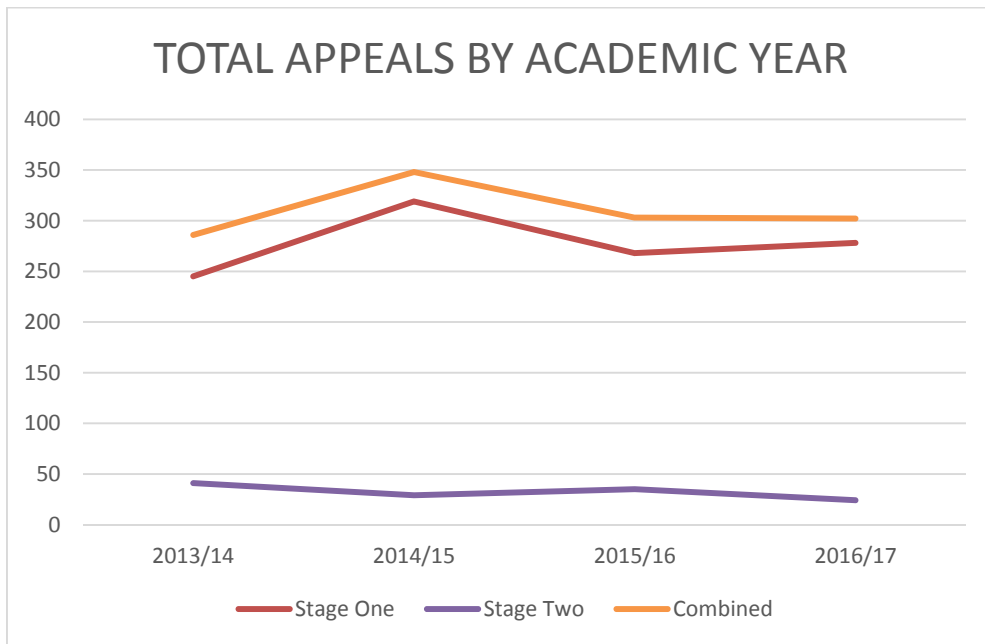


Fig.8.

ACADEMIC COMPLAINTS - UNDERGRADUATE  
October 2016-September 2017

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	2			2	0						
HIS											
HUM											
LDC											
PPL											
FMH											
HSC	2			1	1						
MED											
SCI											
BIO											
CHE											
CMP											
ENV											
MTH											
NAT											
PHA											
SSF											
DEV											
ECO											
EDU											
LAW	1			1	0						
NBS											
PSY											
SWK											
<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Fig.9.**

**ACADEMIC COMPLAINTS - POSTGRADUATE**  
**October 2016-September 2017**

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	1			0	1									
HIS														
HUM														
LDC														
PPL														
FMH														
HSC														
MED	2			0	2									
SCI														
BIO														
CHE														
CMP	1			1	0									
ENV														
MTH														
NAT														
PHA														
SSF														
DEV														
ECO	1			1	0									
EDU	2			2	0									
LAW														
NBS														
PSY														
SWK														
<b>TOTAL</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</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>



**Fig.10**

2016/17 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	6	1	5	1	0	2	2	1	0	0	0	2	2				
Reg 13	16	14	1	0	0	4	0	11	0	1	0	0	0				
Reg 14	4	2	2	0	0	0	1	0	1	2	0	0	0				
Reg 15	2	0	2	0	0	0	1	0	0	0	0	0	0				
Reg 17	7	3	4	0	5	1	0	1	0	0	0	3	3				
Reg 18	18	0	18	0	7	2	4	2	0	0	3	1	1				
<b>TOTAL</b>	<b>53</b>	<b>20</b>	<b>32</b>	<b>1</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>15</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>6</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	4	4	0	0	0	0	0	4	0	0	0	0					
Reg 17	1	1	0	0	1	0	0	0	0	0	0	0					
Reg 18	1	0	1	0	1	0	0	0	0	0	0	0					
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</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>