

[REDACTED]

15 August 2019

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_19-252)

Thank you for your request of 03 August 2019 for the following information:

'Is it possible to receive the numbers of students which accessed each of the services listed (within previous related response to [FOI 19-243](#))¹ rather than the currently provided aggregation? For the purposes of our work we would like to know whether students are making use of all of the services provided to them and if some of them have greater popularity than others. This may not have been clear from the original FOI but this was the intended request. Similarly, we would like to make the same request for the breakdown of data regarding numbers of alumni accessing each of these services.'

On this occasion it is not possible to provide 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 any of the information requested.

The University's Careers Central service (CCEN) record the total number of guidance appointments attended. However, CCEN do not record the type of support given to a student during that appointment or specify the number of students attending each individual type of service or category of support given.

We are sorry we cannot provide the data you requested, but trust this letter explains our position. If you are unhappy with our response, you have the right of appeal against this decision. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 40 working days of the date of this letter. In line with section 5.3 of the UK Government's Freedom of Information Act Code of Practice, we are not obliged to accept internal reviews after this date.

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.

¹ https://lred.uea.ac.uk/documents/6207125/28863133/190801_Response+letter_FOI_19-243_Redacted/

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

Kirsty McDonald
Information Compliance Assistant
University of East Anglia