

The University of Manchester

Senate: 2 May 2012

Annual Report of Student Appeals, Student Complaints and Student Discipline Cases 2010 – 11

Persons Reporting

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Enquiries To

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Previous reports and data, together with procedural advice, are available on Staffnet, in the Supporting Students area:

- www.staffnet.manchester.ac.uk/supporting-students/complaints-discipline-appeals/

Summary

The annual report on student cases details the number and nature of cases handled each year by Faculties and Professional Support Services. The data reported below relate only to formal cases and do not include the significant number of cases which are dealt with informally by Schools, PSS Directorates and other central service providers.

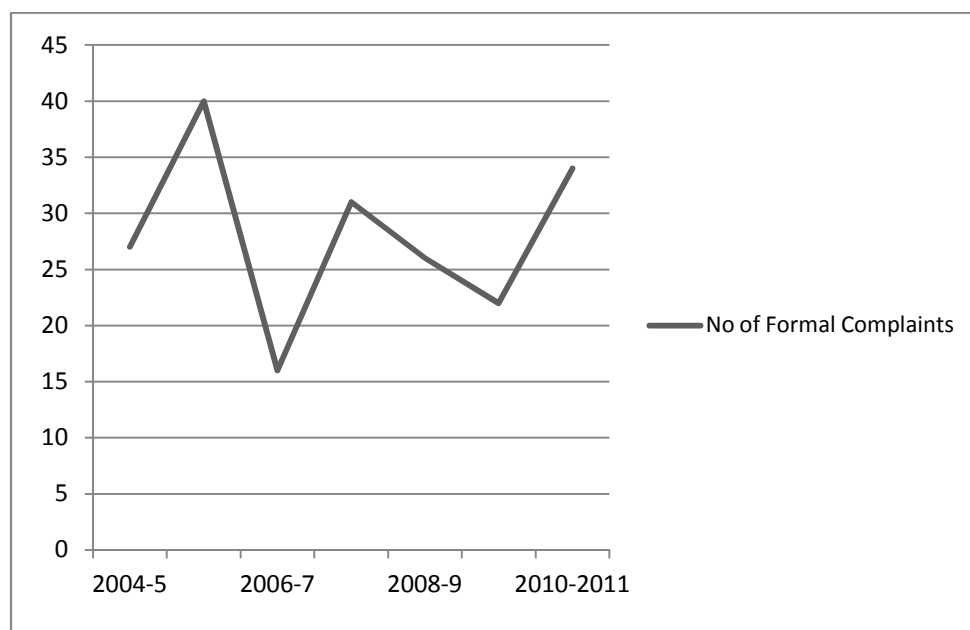
The current student profile provides context to the data and is provided at Appendix 1.

Case loads continue to increase annually, which is cause for concern both in relation to the quality of the underlying student experience and in terms of the administrative cost involved. The number of academic malpractice cases and the number of academic appeals remain a particular concern.

In November 2011 the VP for Teaching, Learning and Students initiated a review of arrangements for student cases, with the objective of reducing the case load through understanding and addressing the underlying causes, and through ensuring that the procedures for handling cases were reflective of best practice.

The Review has so far identified a number of areas where the procedures could be clarified and practice improved and a number of recommendations and proposals for discussion will be brought to Senate at the June meeting.

Student Complaints (Regulation XVIII)



Overall

Total	35 ¹
Total 2009	22

Number of Complaints

Faculty	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
EPS	1	8	3	2	10	2		9	1	12	34	27
FLS			1	1					1	1	3	14
HUMS	2	5	6	5	8	1	1	7	4	13	37	41
MHS	4	1	3	4	4	1		3	4	8	23	18
Central Service			1	1				1		1	3	-
Total	7	14	13	12	22	4	1	19	10	35		

Type of Complaint

	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
Academic provision/progress	3	10	7	4	16	1		13	6	20	57	36
HDB	3		4	5	2	3		1	3	7	20	23
Other		4	2	2	4		1	5		6	17	36
Supervision	1			1					1	1	3	5
Services/Facilities			1	1				1		1	3	-
Grand Total	7	14	13	7	22	4	1	19	10	35		

Outcome of Complaint

Outcome	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
Justified or partly justified			6	1	4	2	1	1	2	6	17	36
Not justified	5	5	6	9	7			9	7	16	46	36
Ongoing at 1/12/2011	1	8	1		10	1		8	1	10	29	23
Other	1			1		1				1	3	5
Withdrawn by student		1			1			1		1	3	-
Referred to another part of the University ²			1	1				1		1	3	-
Not eligible for investigation by UoM											-	-

¹ Note: 8 complaints from a single individual

² Investigated by HR and resolved through explanation

Grand Total	7	14	14	12	22	4	1	20	10	35	
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Resolution of Complaint (Complaints Justified)

Resolution	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%
Apology			2		2	2		1		3	50
Compensation			3	2	1				2	2	33
Other			1		1		1			1	17
Grand Total			6	2	4	2	1	1	2	6	

Compensation paid totalled £7,100. This cost is borne by the School or Service concerned.

Complaint Reviews Requested

15 students requested that their complaints be reviewed by the Registrar (Regulation XVIII, paragraph 26).

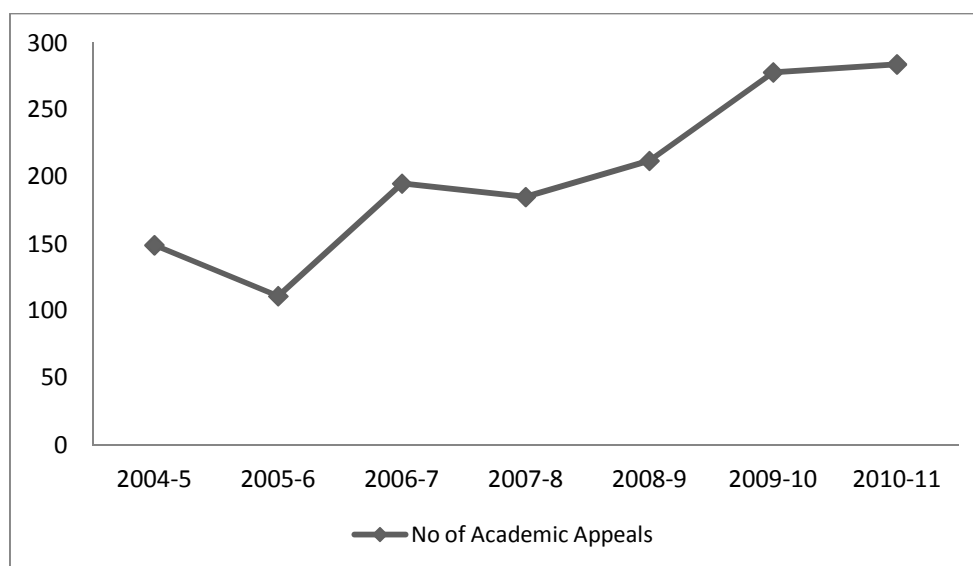
Outcome of Review

Outcome	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%
Decision upheld	5	4	2	4	10	1	1	5	5	14	93
Decision changed			1	1				1		1	7
Grand Total	5	4	3	5	10	3	1	6	5	15	

The student whose complaint was found on review to be justified was offered an apology and £250 in compensation.

After the review stage, the University of Manchester procedures are completed and students are issued with a Completion of Procedures letter, as required by the Office of the Independent Adjudicator.

Academic Appeals



Overall

Total	284
Total 2009	278

Total Number of Academic Appeals

Faculty	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
EPS	5	20	37	17	45	10	6	35	11	62	22	21
FLS	1	3	9	11	2	3	1	5	4	13	5	8
HUMS	5	30	69	50	54	15	15	40	34	104	37	32
MHS	7	8	90	60	45	33	15	29	28	105	37	39
Total	18	61	205	138	146	61	37	109	77	284		

Decision Appealed Against

	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
Degree Classification/Qualification Awarded	5	31	64	40	60	12	11	43	34	100	35	32
Exclusion due to academic failure	4	10	84	52	46	28	16	36	18	98	35	33
Exclusion due to work and attendance			10	4	6	1	3	3	3	10	4	4
Other decision of Board of Examiners/Progress Committee	7	15	35	32	25	15	5	23	14	57	20	28
Other or not stated	2	5	12	10	9	5	2	4	8	19	7	3
Total	18	61	205	138	146	61	37	109	77	284		

Grounds for Appeal

	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
Mitigating Circumstances	6	38	163	94	113	44	25	82	56	207	65	60
Procedural Irregularity	4	9	12	16	9	6	3	10	6	25	8	22
Bias	4	13	19	18	18	9	8	12	7	36	11	8
Poor Supervision	13	11	25	25	24	12	6	17	14	49	15	10
Total	27	71	219	153	164	71	42	121	83	317		

Note: Students can cite more than one ground for appeal

Outcome of Appeal

	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
Dismissed - invalid grounds		4	1	3	2			3	2	5	2	3
Dismissed - no substance	12	37	106	75	80	33	17	70	35	155	55	45
Ongoing at 1/12/2011	2	7	23	15	17	7	10	10	5	32	11	11
Upheld/Upheld and referred back to School for review of decision	3	6	65	38	36	18	10	17	29	74	26	38
Withdrawn/Not Pursued	1	7	10	7	11	3		9	6	18	6	3
Resolved by School before formal consideration was completed												1
Grand Total	18	61	205	138	146	61	37	109	77	284		100

Review of Faculty (or equivalent) Decision

Total Number of Appeals Reviewed

Faculty	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
FLS			3	3		1			2	3	7	8
MHS	1	5	7	9	4	9		3	1	13	29	39
HUMS	1	5	6	4	8	5	1	3	3	12	27	32
EPS	5	4	7	8	8	5	1	8	2	16	36	21
Partner Institution		1		1				1		1	2	
Total	7	15	23	25	20	20	2	15	8	45		

Decision Appealed Against

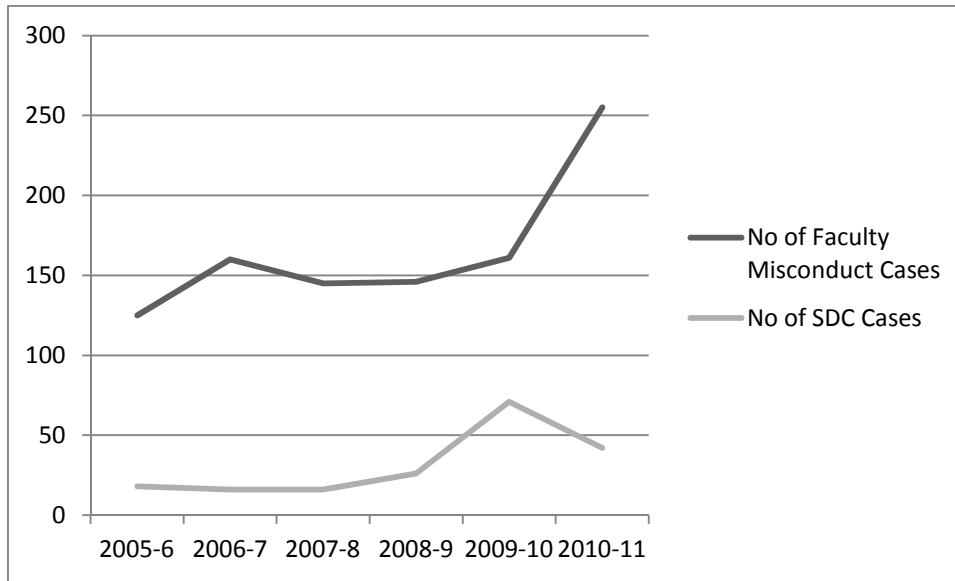
	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
Degree Classification/Qualification Awarded	1	5	7	6	7	3	1	5	4	13	29	32
Exclusion	1	4	8	8	5	8		3	2	13	29	37
Other decision of Board of Examiners/Progress Committee	5	3	8	8	8	9	1	5	1	16	36	28
Other or not stated		3		3				2	1	3	7	3
Total	7	15	23	25	20	20	2	15	8	45		

Outcome of Review

	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	%	% / 2009
Original decision upheld	7	15	18	21	19	16	2	15	7	40	80	3
Original decision changed			5	4	1	4			1	5	20	35
Grand Total	7	15	23	25	20	20	2	15	8	45		

After the review stage, the University of Manchester procedures are completed and students are issued with a Completion of Procedures letter, as required by the Office of the Independent Adjudicator.

Conduct and Discipline (Regulation XVII)



Overall

	2009	
Faculties	255	161
SDC	42	71
Total	300	232

Faculty Cases

Total Number

Faculty	PGR	PGT	UGD	F	M	Ethnic Minority	Not Known	International	White	Total	%	% / 2009
EPS		59	27	25	61	3	2	74	7	86	33	22
FLS		9	16	13	12	6		9	10	25	10	7
HUMS	2	66	16	37	47	7	3	59	15	84	32	54
MHS		29	31	45	15	16	5	16	23	60	23	17
Non-Fac			4	3	1				4	4	2	
Total	2	163	94	123	136	32	10	158	59	259		

Type of Misconduct

	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total	%	% / 2009
Collusion		35	17	13	39	2	1	46	3	52	20	14
Plagiarism	2	128	72	107	95	30	9	111	52	202	78	84
Non-academic misconduct			5	3	2			1	4	5	2	
Plagiarism & Collusion	-	-	-	-	-	-	-	-	-	-	-	1
Fabrication/Falsification	-	-	-	-	-	-	-	-	-	-	-	-
Grand Total	2	163	94	123	136	32	10	158	59	259		

Outcome of Faculty Misconduct Cases

Outcome	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total	%	% / 2009
Accusation withdrawn		1	4	2	3			1	4	5	2	1
Guilty	2	137	80	106	113	27	7	141	44	219	85	86
Not Guilty		14	9	11	12	4	1	10	8	23	9	2
Ongoing at 1/12/2011		9		2	7	1	1	6	1	9	4	8
Other		2	1	2	1		1		2	3	1	1
Grand Total	2	163	94	123	136	32	10	158	59	259		

Penalties Imposed (more than one penalty can be imposed)

	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total
Reprimand & Warning		4	8	5	7	3	1	4	4	12
Mark Reduction		10	25	21	14	5		15	15	35
Mark of Zero for Specific Piece of Work	1	124	42	76	91	19	6	120	22	167
Mark of Zero for Module	1		1		2			2		2
No reassessment for Specific Piece of Work		34	6	8	32	1		37	2	40
No reassessment or substitution		2	8	6	4	1		9		10
Fine			4	3	1				4	4
Total	2	174	94	119	151	29	7	187	47	270

Student Discipline Committee Cases

Total Number

Faculty	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total	%	% / 2009
EPS	2	5	13	12	8	2	2	15	1	20	48	32
FLS	1		2		3	2		1		3	7	1
HUM		4	13	11	6			13	4	17	40	63
MHS	1		1	1	1	1			1	2	5	3
Total	4	9	29	24	18	5	2	29	6	42		

Type of Misconduct

Type of Misconduct	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total	%	% / 2009
Collusion	-	-	-	-	-	-	-	-	-	-	-	3
Cheating in an examination		6	25	23	8	4	2	22	3	31	74	70
Non-academic misconduct	1		2		3			1	2	3	7	13
Plagiarism	3	3	2	1	7	1		6	1	8	19	14
Grand Total	4	9	29	24	18	5	2	29	6	42	100	100

Outcome of SDC misconduct cases

Outcome	PGR	PGT	UG	Total	%	% / 2009
In breach of regulations	3	9	29	41	98	92
Not Guilty	1			1	2	4
Pending	-	-	-			4
Grand Total	4	9	29	42	100	100

Penalties imposed (more than one penalty may be imposed)

Penalty	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total	%	% / 2009
Reprimand & Warning	1	5	20	19	7	3	2	18	3	26	35	37
Mark Reduction			1	1				1		1	1	1
Mark of Zero for Piece of Work		5	12	13	4	4	2	10	1	17	23	13
Mark of Zero for Module		1	8	4	5			8	1	9	12	14
No Reassessment for Piece of Work		1		1				1		1	1	2
No Reassessment for Module			3	2	1			3		3	4	5
No Reassessment or Substitution	-	-	-	-	-	-	-	-	-	-	-	1
Mark of Zero for all assessed work in the assessment period	-	-	-	-	-	-	-	-	-	-	-	5
Mark of zero for all assessed work in the academic year	-	-	-	-	-	-	-	-	-	-	-	1
Reduction in classification		2	3	5				5		5	7	4
Suspension	1		1		2			1	1	2	3	2
Exclusion	2	2	3	1	6	1		5	1	7	9	9
Future Good Conduct	-	-	-	-	-	-	-	-	-	-	-	1
Fine	1				1			1		1	1	3
Community Service			1		1				1	1	1	3
Restricted Access			1		1				1	1	1	-
Total	5	16	53	46	28	8	4	53	9	74	100	100

Conduct & Discipline Decisions Appealed

Students may appeal decisions made (Regulation XVII, paragraph 29).

Faculty Decisions Appealed

Total Number

Faculty	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total
EPS			1		1	1				1
FLS		1			1				1	1
HUM	2			2			1		1	2
MHS	1	3		4		3			1	4
Total	3	4	1	6	2	4	1		1	8

SDC Decisions Appealed

Total Number

Faculty	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total
EPS	2	1	1	2	2				4	4
HUM		2	4	2	4			4	2	6
Total	2	3	5	4	6			8	2	10

Outcome of Appeal

Outcome of Appeal of Faculty Decisions

All Faculty decisions were upheld.

Outcome of Appeal of SDC Decisions

	PGR	PGT	UG	F	M	Ethnic minority	Not Known	International	White	Total	
Original decision changed	1	1	1		3				2	1	3
Original decision unchanged	1	2	4	4	3				6	1	7
Grand Total	2	3	5	4	6				8	2	10

After the review stage, the University of Manchester procedures are completed and students are issued with a Completion of Procedures letter, as required by the Office of the Independent Adjudicator.

Fitness to Practice

Fitness to Practice cases are reported separately from purely conduct and discipline cases because they often emerge from ill health circumstances, although they can include conduct and discipline matters.

Fitness to Practise cases usually originate in the Faculty of Medical and Human Sciences because of the nature of the programmes of study undertaken in that Faculty.

Number of Fitness to Practise Cases

School/Discipline Area	UGRD	F	M	Ethnic minority	Not Known	International	White	Total	Total 2009
MMS	3		3	2			1	3	4
NMSW	7	5	2	2	2		3	7	6
Pharmacy & Pharm Sci	2		2	1			1	2	
Grand Total	12	5	7	5	2		5	12	

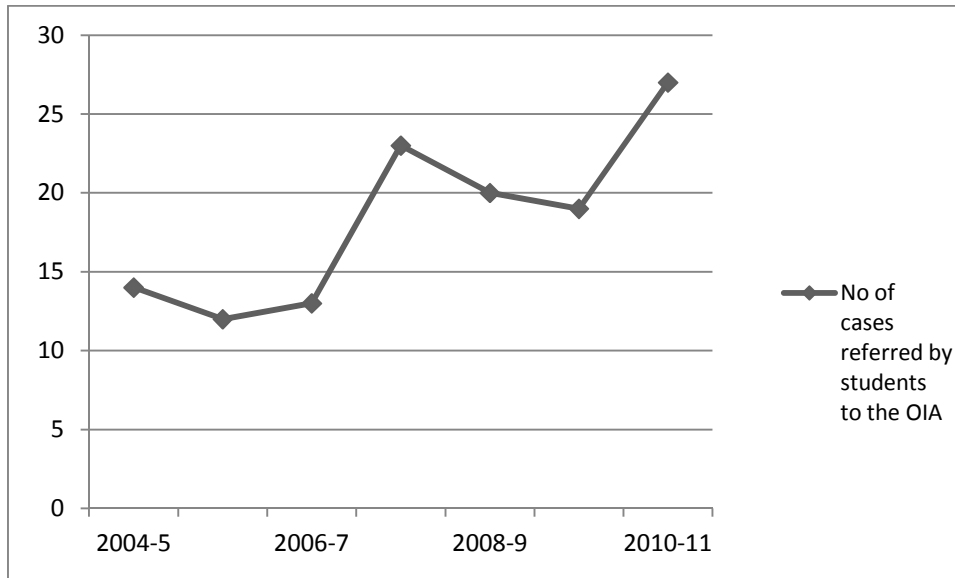
Type of Fitness to Practise Issue (cases can involve more than one issue)

Type of Misconduct	UGRD	F	M	Ethnic minority	Not Known	International	White	Total	Total 2009
Criminal Conviction	4	1	3	1	1		2	4	1
Dishonesty	7	2	5	3			4	7	1
Ill health									2
Misconduct	3	2	1	1	1		1	3	1
Unprofessional behaviour	3		3	2			1	3	5
Grand Total	17	5	12	7	2		8	17	

Outcome of Cases

Outcome	UGRD	F	M	Ethnic minority	Not Known	International	White	Total	Total 2008
Fit to practise or continue	3	1	2	2			1	3	2
Not currently fit to practise or continue	1		1	1				1	1
Not fit to practise or continue	3	2	1	1	1		1	3	2
Pending	5	2	3	1	1		3	5	1
Grand Total	12	5	7	5	2		5	12	

**Cases taken by students to the Office of the Independent Adjudicator (OIA)
(after completion of internal procedures)**



	PGR	PGT	UG	Other	F	M	Ethnic minority	Not known	International	White	Total	2009
Total	4	11	12	1	3	14	9	3	9	7	28	19
Percentage	15	41	41	4	7	52	33	11	30	26		

Outcome

	PGR	PGT	UG	Other	F	M	Ethnic minority	Not known	International	White	Total	%	% / 2009
Awaited (at 1/12/2011)	3	5	4		7	5	5	1	5	1	11	39	58
Justified				1	1			1			1	4	5
Not justified		4	6		5	5	4	1	1	4	10	36	32
Not eligible	1	1	1		1	2			2	1	4	14	5
OIA closed		2			2				1	1	2	7	-
Total	4	12	11	1	16	12	9	3	9	7	28		

Profile of the Student Population 2010 - 2011

Total Number of Registered Students 1/12/2010

	Total	UG		PGT		PGR		International (inc EU*)		Home UK	Home students:					
			%		%		%		%		White		Ethnic Minority		Ethnicity Not Known	
												%		%		%
Engineering & Physical Sciences	10080	6873	68.2	1827	18.1	1380	13.7	3876	38.5	6204	4717	76	1360	21.9	127	2.1
Life Sciences	2671	2115	79.2	168	6.3	388	14.5	541	20.3	2130	1654	77.7	446	20.9	30	1.4
Humanities	17895	12741	71.2	4069	22.7	1085	6.1	5210	29.1	12685	10514	82.9	1895	14.9	276	2.2
Medical & Human Sciences	9086	6785	74.7	1613	17.8	688	7.6	1068	11.8	8018	5782	72.1	1987	24.8	249	3.1
The University of Manchester	39732	28514	71.8	7677	19.3	3541	8.9	10695	26.9	29037	22667	78.1	5688	19.6	682	2.3

* Note: Throughout this report EU students are regarded as international.

Number of Students 2005 – 2010

