

THE AUSTRALIAN NATIONAL UNIVERSITY

Annual Report: Student Progress, Grievances and Discipline 2014

This is the third report on academic progress, grievances, medical leave, discipline and exclusion from campus cases at ANU. The primary aim of this report is to monitor the number of cases and grievances managed, and to note opportunities for improvement.

This Report contains the following sections;

1. [2014 Report of the Dean of Students](#)
2. [Academic Progress Data for S2 2013 and S1 2014: Undergraduate and Graduate Coursework](#)
3. [Procedural Appeals to the Deputy Vice-Chancellor \(Coursework\)](#)
4. [Discipline Inquiries, Misconduct Cases \(Coursework and HDR\)](#)
5. [Discipline Inquiries 2014 \(managed centrally\)](#)
6. [Appeals to the DVC \(Research\) under the Research Awards Rules](#)
7. [Academic Integrity and Misconduct Findings 2014 \(College level\)](#)

1. 2014 Report of the Dean of Students

Executive Summary

This report covers the period 1 January - 31 December 2014.

The core business of the office is to assist students with the resolution of complaints. In addition, a major focus of the office in 2014 was to collect detailed statistics of visitors to the office and the categories of complaint. This provides a strong basis for the identification of future trends, a reference for the effectiveness of proactive campaigns and procedural change, and early identification of emerging issues.

During the reporting period the Dean of Students office assisted 552 individuals seeking help with grievances, complaints or requests for assistance. 123 individuals required multiple visits before resolution of the issue. A small number of issues remained open at the end of the period (less than 10). Total visits for the period (excluding incidental emails etc.) numbered 723. This represents a 64% increase on visits in 2013.

The total number of individuals contacting the office represents 24.4 contacts per 1000 students.

The Dean of Students, Associate Professor Paula Newitt was available 3 days per week from January – December 2014. Due to the level of student need, two Deputy Deans of Students, Dr Elisabeth Findlay (College of Arts and Social Sciences) and Mr Wayne Morgan (ANU College of Law), were appointed each at 0.2 for the period July – December 2014 to enable the office to be available 5 days per week. Load and resource requirements for the office were reviewed at the end of 2014 and the office will continue to be available on a full time basis in 2015.

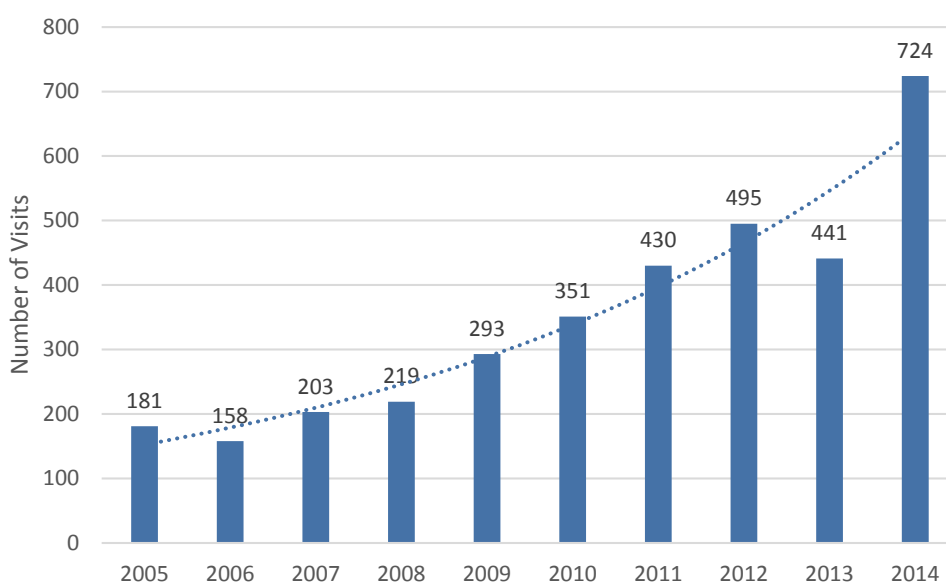
Overview

The Dean of Students office was established in 1965, commencing operation from 1 January 1966. The office provides independent, impartial, confidential advice and informal dispute resolution to students of the ANU. In addition, the office acts as a resource and source of advice to staff who encounter difficult student situations. The Dean of Students is a member of the Case Management Team, tasked with evaluating and determining action for critical incidents and other cases of disruptive or dangerous behaviours by students. The Dean of Students provides input to a range of senior governance committees of the University, making recommendations for amendments to policies and procedures as informed by issues brought to the Dean of Students office.

Statistics over the entire period of the office from 1966 to the present are not available but the chart below records the number of visits to the Dean of Students office from 2005 to 2014. Data in this table include repeat visits rather than head count of individual students. All subsequent charts in this report display contacts (head counts). Data will be reported in terms of contacts (head counts) from 2014 onwards.

Chart 1

Visits to the Dean of Students 2005 - 2014

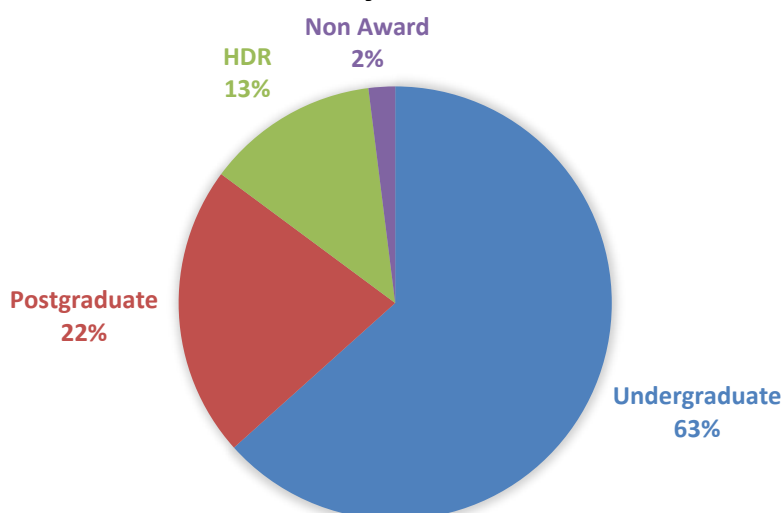


Year	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
No. Visits	181	158	203	219	293	351	430	495	441	724

Summary of contacts with the Dean of Students Office

Chart 2

Grievances by Student Career

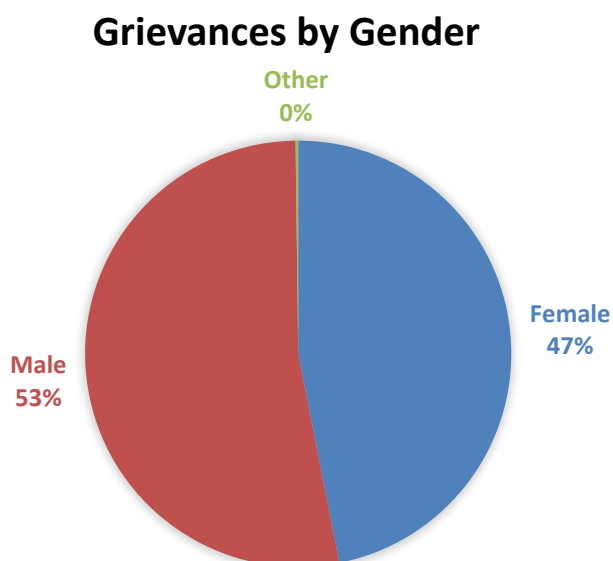


Student Career	No. Students	% in grievance cohort	% in ANU cohort
Undergraduate	352	64	48
Postgraduate	119	22	37
HDR	72	13	14
Non Award	9	2	0.7
Total	552		

Undergraduate students are over-represented in contacts with the Dean of Students office. This correlates with students presenting with issues across the grievance categories of: academic advice and progress; appeal, results, special consideration, late withdrawal; and administration (admission, financial, pastoral care, accommodation).

Postgraduate coursework students are significantly underrepresented in contacts with the Dean of Students office. While this may indicate that the University is interacting well with this cohort, it may also indicate that these students are relatively disengaged with, or unaware of, support structures within the University. The Dean of Students office is in discussion with the Postgraduate and Research Students' Association (PARSA) to improve communication with this cohort in 2015.

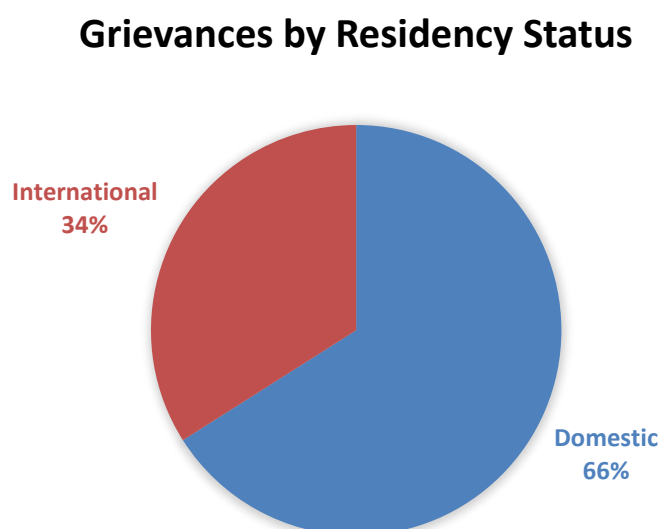
Chart 3



Gender	No. Students	% in grievance cohort	% in ANU cohort
Female	257	47	52
Male	294	53	48
Other	1	0.2	0.02
Total	552		

There is a small bias in contacts on the basis of gender, with male students being slightly over-represented.

Chart 4

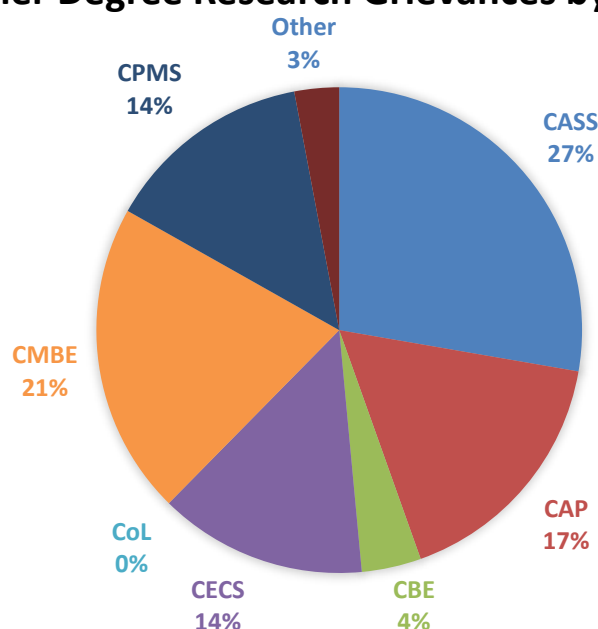


Residency Status	No. Students	% in grievance cohort	% in ANU cohort
Domestic	367	66	72
International	185	34	28
Total	552		

International students are slightly over-represented in visits to the Dean of Students office compared with domestic students. International undergraduate students are more likely to attend on the basis of academic progress (probation, suspension or exclusion) than domestic undergraduate students. Overall, international undergraduate students present with more serious academic progress issues than domestic undergraduate students. Section 2 of this consolidated report provides more detail regarding academic progress outcomes.

Chart 5

Higher Degree Research Grievances by College



College	No. Students	% in grievance cohort	% in ANU cohort
CASS	20	28	24
CAP	12	17	18
CBE	3	4	4
CECS	10	14	10
CoL	0	0	2
CMBE	15	21	24
CPMS	10	14	19
Other	2	3	1
Total	72		

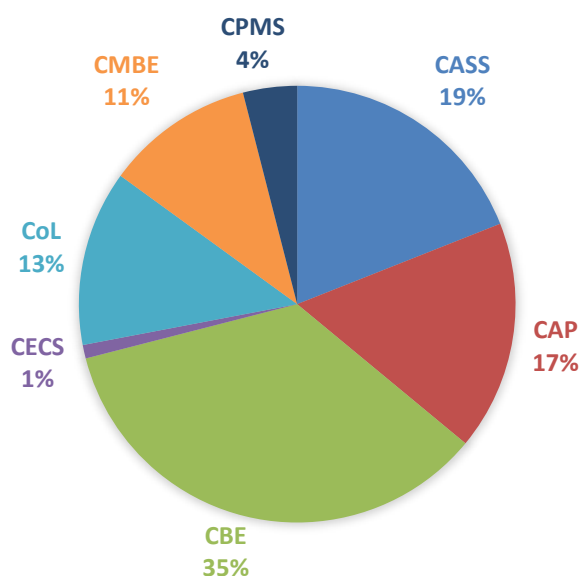
Note: Percentages have been rounded up. CASS: College of Arts & Social Sciences; CAP: College of Asia & the Pacific; CBE: College of Business & Economics; CECS: College of Engineering & Computer Science; CoL: ANU College of Law; CMBE: College of Medicine, Biology & Environment; CPMS: College of Physical & Mathematical Sciences.

Grievances presented by higher degree research students primarily involve supervision issues and/or lack of academic progress. Almost all presenting HDR students are in the latter stages of their degree timeline and present with grievances that have been in place for a considerable time. Very high degrees of stress are evident in the cohort. 11 HDR students claim their supervisors bully them. Approximately 85% of the presenting cohort do not have explicitly agreed expectations between themselves and their supervisor. These students also lack an understanding of who to approach in the local area or at College level for academic or administrative support outside their supervisor.

The prevalence of HDR student complaints is aligned with the numbers of HDR students in each College although clusters of grievances are apparent.

Chart 6

Postgraduate Grievances by College



College	No. Students	% in grievance cohort	% in ANU cohort
CASS	23	19	7
CAP	20	17	18
CBE	42	35	24
CECS	1	1	3
CoL	15	13	41
CMBE	13	11	6
CPMS	5	4	1
Total	119		

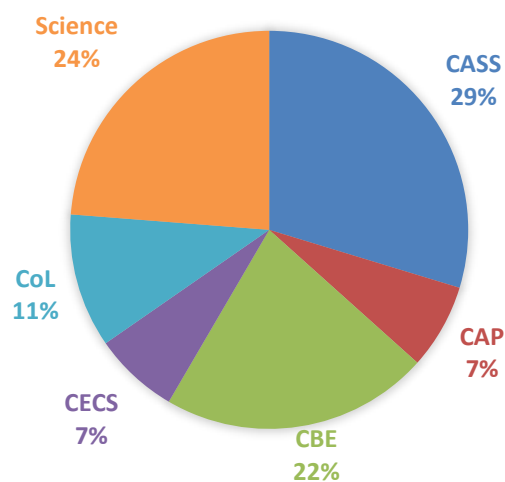
Note: Percentages have been rounded up. CASS: College of Arts & Social Sciences; CAP: College of Asia & the Pacific; CBE: College of Business & Economics; CECS: College of Engineering & Computer Science; CoL: ANU College of Law; CMBE: College of Medicine, Biology & Environment; CPMS: College of Physical & Mathematical Sciences.

As noted earlier, postgraduate coursework students are under-represented in contacts with the Dean of Students office. The data indicate that some Colleges (CASS and CBE) are encountering more difficulties than others. Approaches taken by the CoL might be helpful to other Colleges.

Chart 7

Undergraduate Grievances by College*

*double degree students counted toward both Colleges



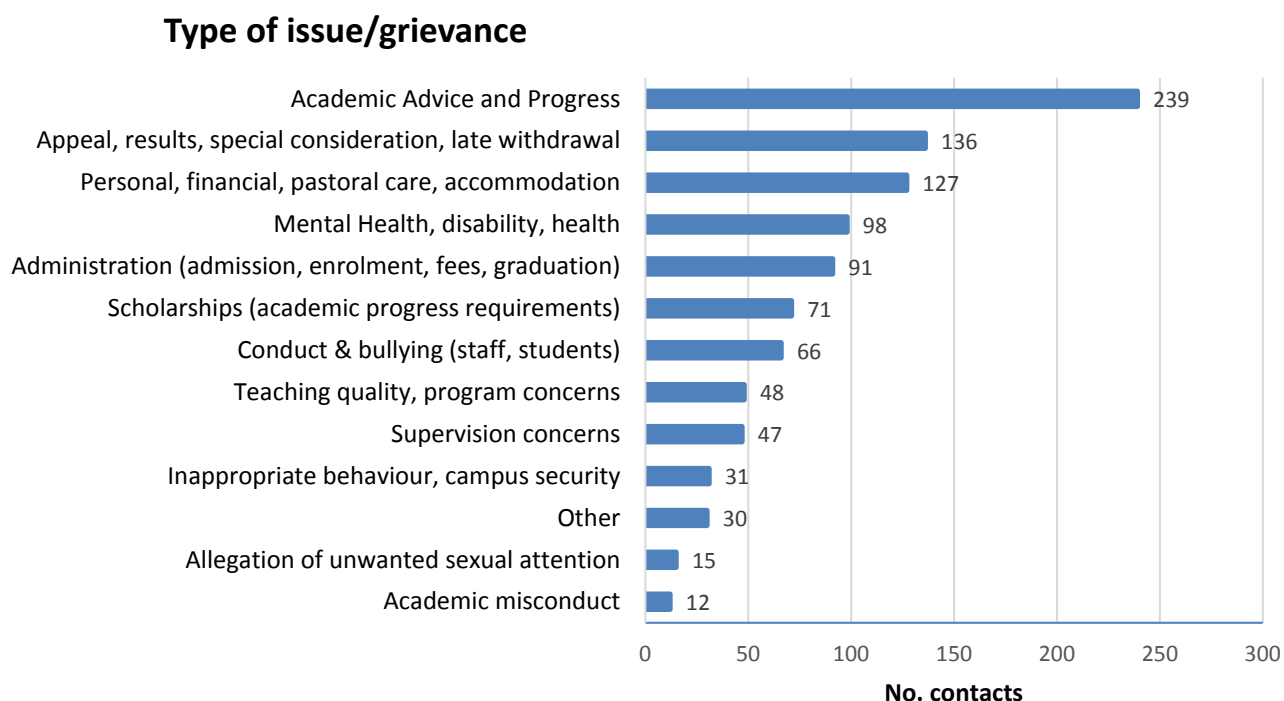
College	No. Students*	% in grievance cohort	% in ANU cohort
CASS	133	30	29
CAP	31	7	6
CBE	97	22	21
CECS	28	7	10
CoL	47	11	13
Science	104	24	21

*Note: Double degree students are counted against both Colleges leading to double counting of some individuals. CASS: College of Arts & Social Sciences; CAP: College of Asia & the Pacific; CBE: College of Business & Economics; CECS: College of Engineering & Computer Science; CoL: ANU College of Law

Contacts show a representative spread across the Colleges. 191 individuals have sought academic advice from the Dean of Students office and these are roughly representative of all Colleges. Many of these students had either not accessed College academic advisors, or had found the College advice unclear or insufficient. This is a highly complex area. More detailed analysis of this cohort will be undertaken in 2015 to help inform resource allocation for support services within Colleges or centrally.

Distribution of Grievances

Chart 8



The majority of grievances or issues brought to the Dean of Students office revolve around academic advice and academic progress. Note that the contacts listed under grievance category 12 (Allegation of unwanted sexual attention) represent alleged perpetrators as well as alleged victims - overall 9 incidents were reported.

Mental illness is a major factor in a range of grievances and situations. 12% of students contacting the Dean of Students office are suffering from a major mental illness to the point that their academic progress is significantly affected. Such cases frequently involve action and coordination between a range of staff to support the student and, where necessary, the students' friends and affected staff.

Category Groups:

1. Academic advice and Progress

Academic Advice; Academic Progress; Academic Progress – Probation; Academic Progress – Suspension; Academic Progress – Exclusion; Feedback; Graduate studies advice; Overseas Exchange; Double degrees.

2. Appeal, results, special consideration, late withdrawal

Appeal; Results/Marks; Late withdrawal; Special Consideration/Special Exams; Exams – academic; Exams – administrative.

3. Personal, financial, pastoral care, accommodation

Accommodation; Career options; Financial; Pastoral Care; Personal; Time Management.

4. Mental health, disability, health

5. Administration (admission, enrolment, fees, graduation)

Administration issue; Admission; Deferment; Enrolment; Fees; Graduation; Program administration; Timetabling; Uni equipment

6. Scholarships (academic progress requirements)

Scholarship; Scholarship – Encouragement; Scholarship – Probation; Scholarship – Suspension; Scholarship – Termination.

7. Conduct and bullying (staff, students)

Bullying - staff of student; Bullying - student of staff; Bullying - student of student; Conduct – Staff; Conduct – Student

8. Teaching quality, program concerns

Program concerns; Teaching quality; Online course sites; Fieldwork.

9. Supervisory concerns

Supervision – HDR; Supervision – Hons

10. Inappropriate behaviour, campus security

Stalking, harassment, social media harassment, campus security.

11. Other

12. Allegation of unwanted sexual attention

Sexual harassment, sexual assault, stalking.

13. Academic misconduct

General Comments

Grievances or issues commonly fall into four types:

1. Grievances that relate to academic progress, grades, special consideration and late withdrawal that could be helped by College-based student advisors. The Dean of Students website will be upgraded in 2015 to include more detailed FAQs to help guide students to avenues for assistance. A small minority of these cases involve highly sensitive issues that are preferably facilitated by the Dean of Students office and dealt with outside usual College processes.
2. Personal issues that consequently impact on academic progress. These include financial difficulties and the impact of substantial hours of paid employment on the ability to make academic progress. Pastoral care is a key component of advice and reassurance to this group of students. Time management and project management advice is a surprisingly common need for HDR students. This is often tied up with the complexity of working with a supervisor with whom they may have a poor working relationship.
3. Students struggling to make good academic progress and life choices as a result of significant mental illness or previously unrecognised disability.
4. Critical incidents and follow-up evaluation and action. Can involve the Case Management Group.

2. Academic Progress Data for S2 2013 and S1 2014: Undergraduate and Graduate Coursework

Academic progress data for Semester 2 2013 and Semester 1 2014

Students come to the attention of the Academic Progress Committee when they fail more than 50% of their enrolment in a given semester.

Undergraduate:

Outcome	S1, 2012	S2, 2012	S1, 2013	S2, 2013	S1,2014
Show Cause	127	131	104	127	100
Probation	273	250	285	286	280
Exclude	18	23	18	10	18
Exclusion (no response)	53	60	45	52	37
Suspend	6	21	15	23	13
Forced Transfer	1	2	0	2	0
Continue	3	2	0	0	0
Continue with Conditions	13	15	19	14	20
Voluntarily Discontinued	7	4	2	6	7
Other	16	4	5	20	5

Postgraduate:

Outcome	S1, 2013	S2, 2013	S1, 2014
Show Cause	12	12	13
Probation	69	90	82
Exclude	4	1	3
Exclusion (no response)	4	5	3
Suspend	3	2	2
Forced Transfer	0	0	0
Continue	0	2	0
Continue with Conditions	0	2	4
Voluntarily Discontinued	0	0	0
Other	1	0	1

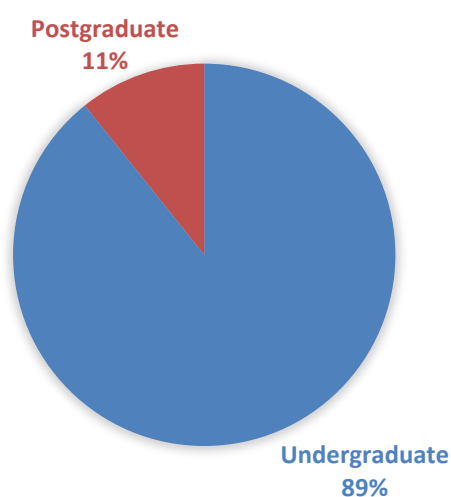
A large proportion (42%) of students on Show Cause do not respond to the invitation to appeal exclusion and so the exclusion stands. 6% of students voluntarily discontinue their degree. However the majority of students who do lodge an appeal are successful. 73% are permitted to continue (with conditions); are transferred to an alternative degree; or are suspended for a period to allow for improvements in health, etc. Those students who do not appeal their advice of Show Cause are most likely to be Australian male students. (60 male:38 female; 71 Australian: 1 NZ: 3 Permanent Residents: 23 Temporary Residents).

16% of those students who were asked to Show Cause came to the Dean of Students for advice and assistance. The majority of these students were undergraduate students who were seeking advice on the final step of procedural appeal – in most cases too late to gain approval to continue their degrees.

The conditions applied to students who are permitted to continue generally relate to a lower load (e.g. 12 or 18 units rather than 24), a requirement to pass all courses in the next semester, and/or transfer into a degree considered more compatible with the student's interests and capabilities. Students placed on probation or considered for exclusion are advised to seek assistance from College academic advisors. No data are available about what, if any, support services these at-risk students access. Collection of this data would assist in the development or confirmation of schemes to maximise retention of students, therefore minimising the number of students failing to complete their degrees.

Chart 9

Serious Academic Progress Issues (Show Cause) by Student Career

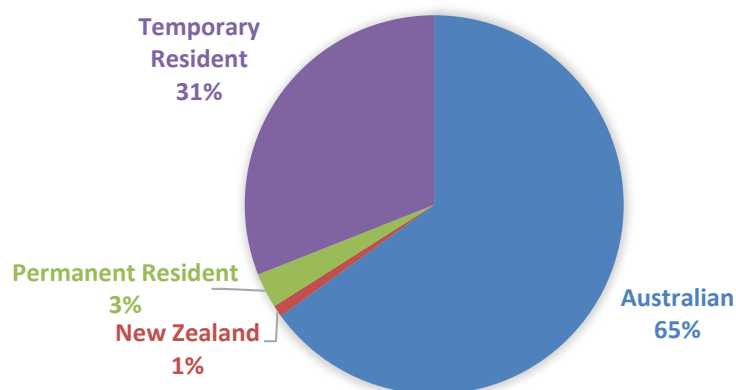


Student Career	No. Students	% in academic progress cohort	% in ANU coursework cohort
Undergraduate	208	89	56
Postgraduate	25	11	44

Unsurprisingly, undergraduate students with a first experience of tertiary study dominate the review process of the Academic Progress Committee. Centralised review of postgraduate students' academic progress commenced in 2013.

Chart 10

Academic Progress (Show Cause) by Citizenship

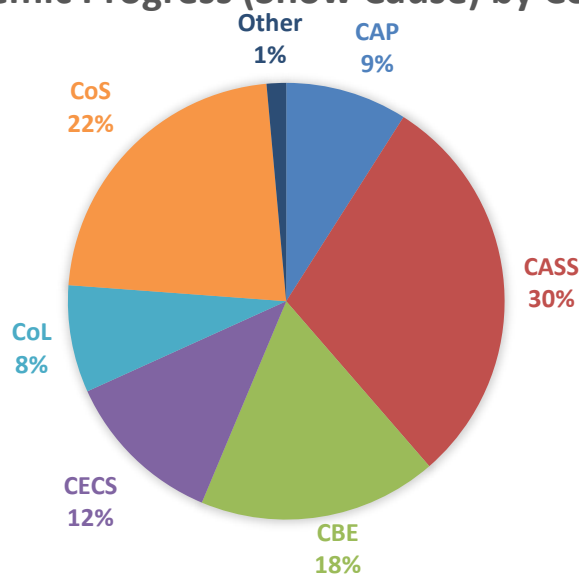


Citizenship	No. Students	% in academic progress cohort	% in ANU coursework cohort
Australian	161	65	71
New Zealand	2	1	1
Permanent Resident	8	3	3
Temporary Resident	62	31	25

Temporary residents (international students) are slightly more heavily represented than domestic students in academic progress issues. When considered by career, the over-representation of international students results from students in the undergraduate cohort; international postgraduate students are less likely than domestic students to encounter academic progress issues.

Chart 11

Academic Progress (Show Cause) by College



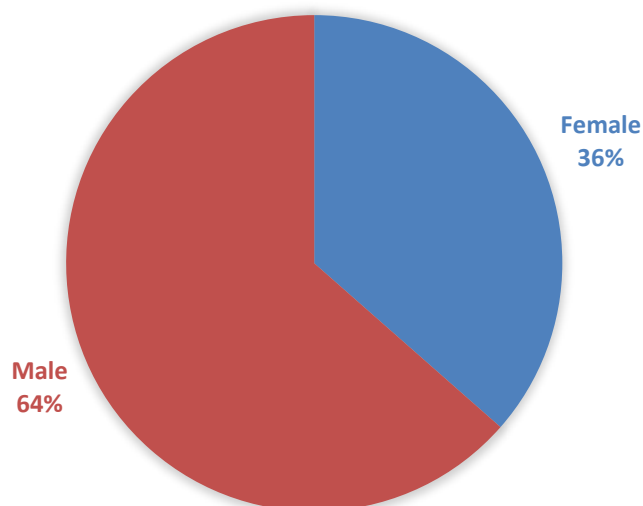
College	No. Students*	% in academic progress cohort	% in ANU coursework cohort
CAP	25	9	10
CASS	82	30	20
CBE	49	18	21
CECS	33	12	6
CoL	22	8	26
Science	62	22	15
Other	4	1	1

* Includes double counting of double degree students. CASS: College of Arts & Social Sciences; CAP: College of Asia & the Pacific; CBE: College of Business & Economics; CECS: College of Engineering & Computer Science; CoL: ANU College of Law; CMBE: College of Medicine, Biology & Environment; CPMS: College of Physical & Mathematical Sciences.

Students from the ANU College of Law are significantly under-represented in the Show Cause cohort. A key contributing factor is likely to be the uniformly high achieving (by entry standard) student cohort in Law degrees as determined by the high ATAR cutoff for entry into Law.

Chart 12

Academic Progress (Show Cause) by Gender



Gender	No. Students	% in academic progress cohort	% in ANU coursework cohort
Female	85	36	53
Male	148	64	47
Other	0	0	1

The data indicate male students are at significantly higher risk than female students in making poor academic progress in their degrees. More investigation is required to explore possible contributing factors to this observation (e.g. incoming level of achievement, hours of outside employment, family educational background, reluctance to use support services, lack of interest in tertiary study, etc.).

3. Procedural Appeals to the Deputy Vice-Chancellor (Coursework)

The number of academic progress appeals to the DVC(A) has declined from previous years.

Academic Progress Procedural Appeals

	Lodged		Successful		Unsuccessful		In Progress	
	Semester 2 2013	Semester 1 2014	Semester 2 2013	Semester 1 2014	Semester 2 2013	Semester 1 2014	Semester 2 2013	Semester 1 2014
Undergraduate	7	3	2	1	5	1	0	1
Graduate	1	0	1	0	0	0	0	0
Total	8	3	3	1	5	1	0	1

4. Discipline Inquiries, Misconduct Cases (Coursework and HDR)

Discipline Inquiry Penalties Imposed by College Delegates 2014

	Cancel Grade for Assessment Piece	Cancel Grade for Course	Formal Reprimand	Total
Assessment Piece	1	2	1	4
Taking Property & Obstructing Inquiry	0	0	1	1
Total	1	2	2	5

All four students noted for discipline inquiries regarding assessment commenced study at ANU as international students. One student has since gained Australian citizenship.

5. Discipline Inquiries 2014 (managed centrally)

Discipline Inquiries 2014 (managed centrally)

	Domestic	International	Total
Undergraduate	1	0	1
Graduate	0	2	2
Research	0	0	0
Total	1	2	3

6. Appeals to the DVC (Research) under the Research Awards Rules

Appeals 2014

	Domestic	International	Successful	Unsuccessful	Total
HDR Termination	0	1	0	1	1
Grievance	2	0	1	1	2
Total	2	1	1	2	3

7. Academic Integrity and Misconduct Findings (College level)

ANU College of Law

	Misconduct Findings/ Inquiries	Poor Academic Practice
ANU CoL	3	12

ANU College of Asia and the Pacific

	Misconduct Findings/ Inquiries	Poor Academic Practice
CAP Semester 2 2013	20	11
CAP Semester 1 2014	14	10

ANU College of Medicine, Biology and Environment and ANU College of Physical and Mathematical Sciences Education Committee

	Misconduct Findings/ Inquiries	Poor Academic Practice
CMBE/CPMS	1	4

Report from ANU CMBE/CPMS included as [Appendix 1](#).

No data are presently available from the ANU College of Arts & Social Sciences, ANU College of Engineering & Computer Science or ANU College of Business & Economics.

The marked difference in reported incidence between Colleges suggests a variation in reporting processes to collect data, or interpretation of what constitutes an infringement for reporting at College level.

Appendix 1

Student Academic Integrity – ANU College of Medicine, Biology and Environment and ANU College of Physical and Mathematical Sciences Education Committee

Nov 2013 - Oct 2014

Five cases were reported during the year:

Poor Academic Practice - 4

Academic Misconduct - 1

- **Poor Academic Practice (Plagiarism):**

UG - student given zero mark for assignment.

UG - student given 49N for two assignments in the course.

PG - student asked to resubmit the assignment and one page reflection of his actions.

PhD - student asked to revise and resubmit the thesis.

- **Academic Misconduct:**

UG - student accessed a website and offered payment for answers to her take-home assignment. Student given zero mark for assignment, and given alternative assignment which will not count towards the marks but covers the relevant work.