Curtin University

DIXON / POLONIOUS
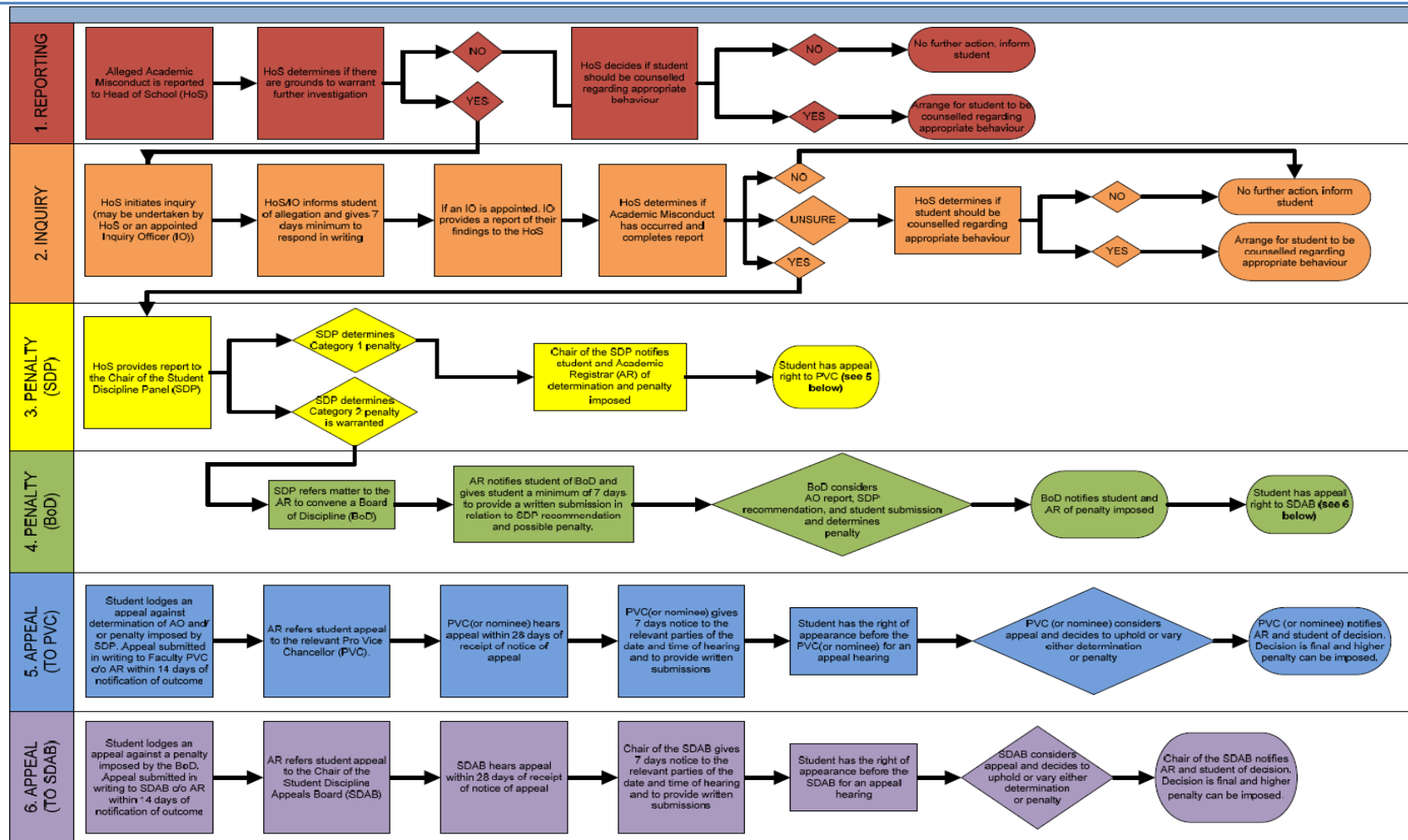## TAKING MISCONDUCT ONLINE

Tara Felton: Manager Student Discipline and Compliance
Alastair Steel: co-founder Polonious Pty Ltd

The challenge of Discipline

- Technology
  - Cannot beat them - join them
- Accuracy / Timelines / Work load
  - Turnaround / Support
- Information
  - Patterns, trends
  - Who is reporting, Who isn't and why?

Curtin University

16.2 ACADEMIC MISCONDUCT PROCESS FLOWCHART

1. REPORTING

- Alleged Academic Misconduct is reported to Head of School (HoS)
- HoS determines if there are grounds to warrant further investigation
  - NO
  - YES
- HoS decides if student should be counselled regarding appropriate behaviour
  - NO → No further action, inform student
  - YES → Arrange for student to be counselled regarding appropriate behaviour

2. INQUIRY

- HoS initiates inquiry (may be undertaken by HoS or an appointed Inquiry Officer (IO))
- HoS/IO informs student of allegation and gives 7 days minimum to respond in writing
- If an IO is appointed, IO provides a report of their findings to the HoS
- HoS determines if Academic Misconduct has occurred and completes report
  - NO
  - UNSURE
  - YES
- HoS determines if student should be counselled regarding appropriate behaviour
  - NO → No further action, inform student
  - YES → Arrange for student to be counselled regarding appropriate behaviour

3. PENALTY (SDP)

- HoS provides report to the Chair of the Student Discipline Panel (SDP)
  - SDP determines Category 1 penalty
  - SDP determines Category 2 penalty is warranted
- Chair of the SDP notifies student and Academic Registrar (AR) of determination and penalty imposed
- Student has appeal right to PVC (see 5 below)

4. PENALTY (BoD)

- SDP refers matter to the AR to convene a Board of Discipline (BoD)
- AR notifies student of BoD and gives student a minimum of 7 days to provide a written submission in relation to SDP recommendation and possible penalty.
- BoD considers AO report, SDP recommendation, and student submission and determines penalty
- BoD notifies student and AR of penalty imposed
- Student has appeal right to SDAB (see 6 below)

5. APPEAL (TO PVC)

- Student lodges an appeal against determination of AO and/or penalty imposed by SDP. Appeal submitted in writing to Faculty PVC c/o AR within 14 days of notification of outcome
- AR refers student appeal to the relevant Pro Vice Chancellor (PVC).
- PVC (or nominee) hears appeal within 28 days of receipt of notice of appeal
- PVC (or nominee) gives 7 days notice to the relevant parties of the date and time of hearing and to provide written submissions
- Student has the right of appearance before the PVC (or nominee) for an appeal hearing
- PVC (or nominee) considers appeal and decides to uphold or vary either determination or penalty
- PVC (or nominee) notifies AR and student of decision. Decision is final and higher penalty can be imposed.

6. APPEAL (TO SDAB)

- Student lodges an appeal against a penalty imposed by the BoD. Appeal submitted in writing to SDAB c/o AR within 14 days of notification of outcome
- AR refers student appeal to the Chair of the Student Discipline Appeals Board (SDAB)
- SDAB hears appeal within 28 days of receipt of notice of appeal
- Chair of the SDAB gives 7 days notice to the relevant parties of the date and time of hearing and to provide written submissions
- Student has the right of appearance before the SDAB for an appeal hearing
- SDAB considers appeal and decides to uphold or vary either determination or penalty
- Chair of the SDAB notifies AR and student of decision. Decision is final and higher penalty can be imposed.

Webform

- Enter a case via our webform.
- Available at Registrar.curtin.edu.au

registrar.curtin.edu.au

Curtin University

We're moving online…

- **What is it?**
  - Case management and workflow

- **Why do we need it?**
  - Workflow ensures best practice is followed
  - Aims to ensure consistency of case management across Faculty
  - Comprehensive statistics

- **How will it work?**
  - Web based
  - Single sign on
  - Linked to Student One and Alesco
  - Communication by email
    - Responses
    - Uploads
    - Sign Offs

Curtin University

Assessment and Support

- Students
  - Credit
  - Re-occurrence
  - Relationships between individuals using same service (contract cheating detection… not yet but)
- Staff
  - Who is finding it, if not why not, what can we learn?
  - If you receive students after common core, can get reports on those who have Level 1's to ensure additional support is available
  - Ability to process multiple cases without re-entering data

Curtin University

ACADEMIC Misconduct

External Data Elements:

External System Plagiarism Reporting Tool Turnitin.com Oracle based

Must be able to upload and retain match data

Must be able to load historic data since 2012

Data from Student one populates student details, unit and course

CSV file or 24hr delay will reset the requirement

Key: Normal Actions | Auto generated | Automatic emails | Student/appeal?

Enter Student Number

Pick course from drop down list

Pick Allegation from drop down list (Level 1 – 3 or other – type details)

Plagiarism

Other

Flag in the system advising that the student has met criteria

Has the student met one of the 3 criteria? 50 Credits including GRL; or Complete a specified unit; or Completed two semesters

NO / YES

Advise to HOD, Dean T&L and PVC advising over-ride

Level II or III

Level I

List of HoS, Dean T&L and PVC's held in background

OC to Student (Informed of Level I details and actions)

Automatically sent to unit: HoS (AO)

Template Letter to be developed to ensure standardisation across divisions

Drop Down box for Decision

Enter reason for decision

DC to student – no further action

OC to student – educative action

Enter reasons for decision & actions for student

Surge for student regarding educative action

System generated email reminder: 2 days – AO; 5 days – AO and PVC

AO determines if there are grounds to warrant further investigation

Drop Down box for Decision

Ability must exist for the evidentiary, inquiry or response data to be uploaded offline and then sync'd in with the system when back online with all email and info tracked and time stamped into the timeline

Elements of evidence must be able to be reverse engineered. i.e. put in a phone number and be able to identify all cases (not just the one under investigation) where that number has been used.

AO initiates inquiry (may be undertaken by AO or delegated Inquiry Officer (IO))

Drop down box to register by Faculty/School or ability to insert new name

Enter IO name

Email sent to IO

System generated email reminder: 7 days – IO and AO

System generated email reminder: 3 days – IO After students timeframe to respond has expired

E.g. Reports, Payment Summaries, CCTV, Audio Files, Photos (Digital and Still)

Upload further evidence (Students response etc)

If an IO is appointed, IO provides a report of their findings to AO & notification of availability of report within the system

System generated email reminder: 7 days – IO and AO

Report records electronic date time and ID

System generated email reminder: 3 days – AO; 5 days – PVC

Email sent to AO – report complete, ready to view

Track submission timeframe and response timeframe of AO in responding to report

AO determines if Academic Misconduct has occurred and completes report in the system

Select date (drop down calendar)

OC to Student (informed of allegation 7 days to respond)

Include reminder in link about the 7 university working days

Template B

Enter reasons for decision

Enter reasons for decision

Enter reasons for decision

AO determines if student should be counselled regarding appropriate behaviour

No further action, inform student

OC to student – no further action

Surge for student to commence hearing

Enter reasons for decision & actions for student

OC to student – educative action

System generated email to Chair of SDP

1. Ability to identify what appeals particular staff/students sat on
2. Ability to review penalty range by staff/student, faculty and school

Constitution of the SDP drop down list of:
1. CHAIR: identified faculty members (or the ability to insert additional names)
2. Staff member (form am list of names – drop down box or the ability to insert new name
3. Student Rep: identify faculty rep and then list of other students able to be utilised

Chair of SDP provides details to other members

AO provides report to the Chair of the Student Discipline Panel (SDP)

Elements prepopulated from decision drop down box

Pick option(s) from Drop Down list Cat 1 Penalty list

System generated email to AR and AO

OC to Student (notification of Determination and penalty)

Template F

E.g. Reports, Letters, Word.doc, Payment Summaries, CCTV, Audio Files, Photos (Digital and Still)

SDP meets

If non Misconduct Category 1 penalty

Complete appeal decision from SDP

Template E

Chair of the SDP notifies student and Academic Registrar (AR) of determination and penalty (appeal requested)

Upload signed PVC (see E below)

Student lodges an appeal against determination of AO and/or penalty by SDP Appeal submitted in writing to Faculty PVC c/o OR within 14 days of notification of outcome

OC to Student Receipt of Appeal (PVC)

Upload appeal documents

Chair of the SDP notifies student and Academic Registrar (AR) of determination and penalty requested

Upload appeal documents

AR refers student appeal to the relevant Pro Vice Chancellor (PVC)

System generated email to PVC with Appeal Pack

PVC(or nominee) reads appeal within 28 days of receipt of notice of appeal

PVC(or nominee) gives 7 days notice to the relevant portion of the date and time of hearing and to provide written submissions

Student has the right of appearance before the PVC(or nominee) to be heard

Is PVC (or nominee) content to uphold or vary either determination and/or penalty?

Complete PVC appeal decision

OC(or nominee) notifies AR and student of decision to uphold or vary the appeal

OC to student PVC appeal to be heard

OC inviting student to attend hearing

OC to student PVC appeal decision

Links to Student One data and pre populates

Email to AR, AO, SDP chair

Chair of SDP provides details to other members

Complete appeal decision from SDP Template E

SDP has determined a Category 2 penalty

SDP(or nominee) makes appeal within 28 days of receipt of notice

Email sent to AR and AO

EDP refers matter to the AR to convene a Board of Discipline (BoD)

AR enters Board members details

OR notifies student of BoD and gives student a minimum of 7 days to provide a written submission in relation to SDP recommendation and possible penalty

Secretary uploads student response (if any)

Complete penalty decision for BoD Template E

BoD notifies student and OR of penalty reason

System Generated email sent to AR and AO

OC notifies AR, SDP recommendation and student submission on penalty

Upload rights SDAB (see A below)

Student lodges an appeal against a penalty imposed determination by the BoD Appeal submitted in writing to SDAB c/o AR within 14 days of notification of outcome

Upload appeal documents

AR refers student appeal to the Chair of the Student Discipline Appeals Board (SDAB)

System Generated email to SDAB Chair and Secretary

Secretary enters board members details

SDAB hears appeal within 28 days of receipt of notice of appeal

Chair of the SDAB gives 7 days notice to the relevant portion of the date and time of hearing and to provide written submissions

Secretary uploads student response (if any)

Student has the right of appearance before the SDAB for an appeal

Is SDAB content to uphold or vary the appeal?

Complete SDAB appeal decision

Chair of the SDAB notifies student and AR of decision to uphold or vary the appeal

Email to AR, AO, SDP and BoD Chairs

Select date (drop down calendar)

OC to Student 7 days to respond

OC inviting student to attend hearing

OC to student (receipt of appeal to SDAB)

OC to Student BoD penalty decision

OC inviting student to attend hearing

OC to student SDAB appeal to be heard

OC to Student SDAB appeal decision

CRICOS Provider Code 00301J
Curtin University is a trademark of Curtin University of Technology

Curtin University

Why Polonious?

- The market
  - Case Management
  - Investigation tools
- Experience
- The user case….

Curtin University

Why Polonious

- Investigation management
- Complaint management
- Research integrity
- Ethics departments
- Human resources
- Student wellbeing
- Workflow optimization

Curtin University

Why Polonious

Established, with over 75 clients handling more than 1,000 cases per day.

Pre defined best practice processes that can be tweaked to you needs

Complete platform
- case management
- mobile / offline apps
- communication
- document management
- reporting

THE HARTFORD

THE UNIVERSITY OF QUEENSLAND
AUSTRALIA

AUSTRALIAN JESUITS

iag
NZI
STATE
ami

LexisNexis

cecv
CATHOLIC DIOCESE of BALLARAT Education
CATHOLIC EDUCATION MELBOURNE

Curtin University
Student Discipline and Compliance

KEMI.com

QBE

CommInsure

Curtin University

Challenges in Managing Processes

Writing reports

Too many email

Can't find things

Sharing data, documents and emails across multiple systems

Difficulty collaborating

Tracking cases

Managing vendors

Team recognition

Complex linked cases / tracking rings

Curtin University

A collaborative, secure, shared working environment

- Teammates work on cases together.
- Documents, photos, audio files - all stored within the case file.
- Defined best practice workflows.
- Email to and from cases.
- Build briefs of evidence containing all your PDF documents listed and indexed.

Curtin University
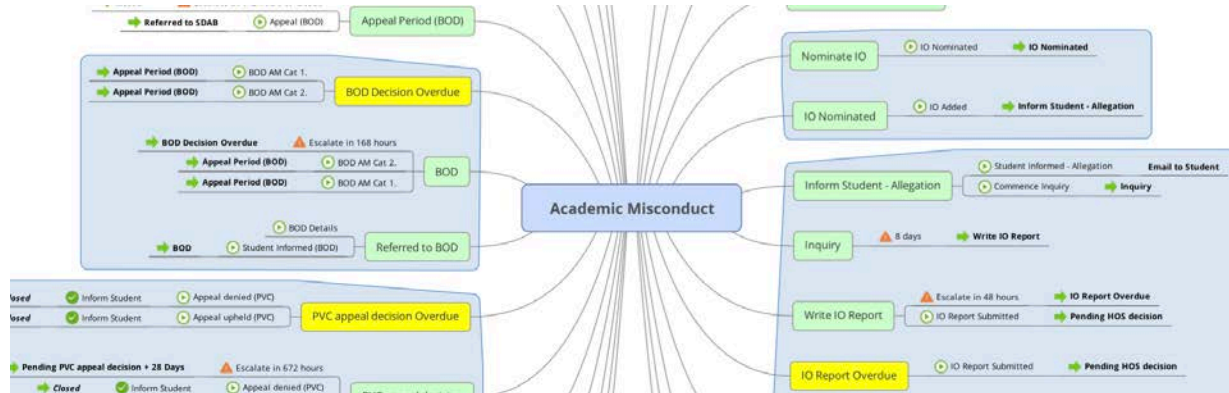
Your IT Challenges Solved

Recent studies show that limited IT resource is a key constraint on business.

- SaaS solution.
- Subscription pricing model.
- Cloud or on premises hosting available.
- Industry standard databases and operating systems supported.
- No desktop installed software required just a browser.
- Easy to learn and use interface.
- Automated interaction with participants.

Curtin University

Security

Keeping up with security needs is an expensive undertaking. Polonious has been subject to numerous Penetration Tests and other IT compliance checks.

- DIACAP Certified (US Department of Defense certification.)
- SSAE16 Certified
- HIPPA (Health Insurance Portability and Accountability Act.)
- Sarbanes - Oxley (SOX) Compliant
- PCI - Plastic Card Industry Penetration tested
- CompTIA Security TRUSTMARK + certified

Curtin University

Trial and roll out

- Health
  - Our courageous partners, chief contributors to 'it would be good if', testers and collaborators
- Humanities
  - Level 1's and slowly moving forward in Sem 2
- 2017 CBS and Science and Engineering

Curtin University