



Student Conduct and Complaints

1 January – 31 December 2022

ABOUT THIS REPORT

This report provides an insight into the incidence of plagiarism, breaches of the *UNSW Student Code of Conduct* and student complaints between the 1 January and 31 December 2022.

Limitations

Information in this report is based on records of plagiarism, breaches of *Student Code of Conduct* and student complaints as of 22 December 2022.

The quality of data in this report depends on Schools, Faculties, and the CIO in maintaining accurate and up to date records in both the UNSW Student Plagiarism and Student Misconduct registers.

UNSW Conduct and Integrity Office (CIO)

Division of Planning and Assurance
June 2023

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Conduct and Integrity Office (CIO)

The CIO supports the Australia's global university in research and educational excellence, by ensuring that the principles of respect and integrity underpin the pursuit of knowledge at UNSW.

The CIO manages.

- Student Conduct and Integrity
- Research Integrity
- Reports of Wrongdoing
- Reports of Sexual Misconduct
- Complex Complaints
- Prevention and Engagement
- The UNSW Complaints Management System

AT A GLANCE



Total 1889 cases down from 2549 in 2021

Reduction in plagiarism and academic misconduct



2020 3.1%
2021 3.3%
2022 3.1%

Slightly lower proportion of the student population implicated



2021 54%
2022 45%

'Less serious' level of plagiarism continues to be the main form of plagiarism



435 cases but this represents a 43% drop from 2022

Faculty of Engineering has the highest level of academic misconduct reporting



Exam Misconduct up 79% from 2021, with detection and reporting remaining a challenge.



Contract Cheating continues to be a concern despite a 22% decrease on 2021 numbers.



2021 17 cases
2022 37 cases

Non-Academic misconduct increased



There has been a 9% decrease in complaints in 2022



Cases involving Courageous Conversations continue to retain focus on education and not punishment

INTRODUCTION

Student Code of Conduct

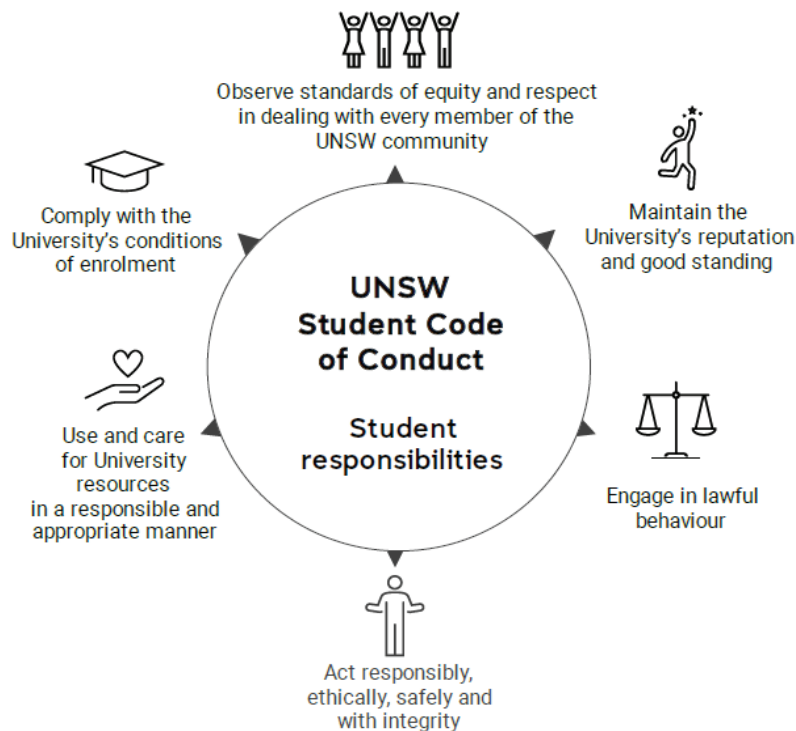


Figure 1: Student responsibilities within the UNSW Student

The UNSW *Student Code of Conduct* (Student Code) describes a shared University/student responsibility to honour and promote a fair, honest, respectful, harmonious, and inclusive UNSW community; and outlines the standards of conduct expected of all students. (Figure 1).

This Student Code is supported by the following policies.

- *Plagiarism Policy*
- *Plagiarism Management Procedure*
- *Student Misconduct Procedure*

How breaches of the Code of Conduct are managed

The University recognises that breaches of the Student Code occur along a spectrum. The Conduct and Integrity Office (CIO) works in collaboration with the various University Schools to assess the different levels of misconduct and apply the most appropriate remedy, with a view to reducing recidivism and focus on building academic integrity. Incidents of 'poor scholarship' and less serious levels of plagiarism are recognised as possible deficiencies in academic skill and are managed locally by the Schools according to the *Plagiarism Management Procedure*. Serious cases of plagiarism will be referred to the CIO. This includes academic work which is wholly/almost wholly plagiarised; contract cheating, collusion or copying, where there is evidence of deliberate intent, or deliberate intent to disguise plagiarism. This serious misconduct, along with exam misconduct and falsification of documents, is considered a breach of the Student Code and is managed under the *Student Misconduct Procedure*.

Courageous Conversation continues to be offered to students as a less formal process than a typical investigation. This allows concerns to be raised with a student in a supportive environment, using an educational and integrity driven approach where students can take responsibility for their actions.

OVERVIEW: ANNUAL COMPARISON

Figure 2 shows a slight reduction of plagiarism and alleged student misconduct cases reported to the CIO in 2022. Of note 870 (46%) matters were managed by the CIO as serious breaches of the Student Code of Conduct.

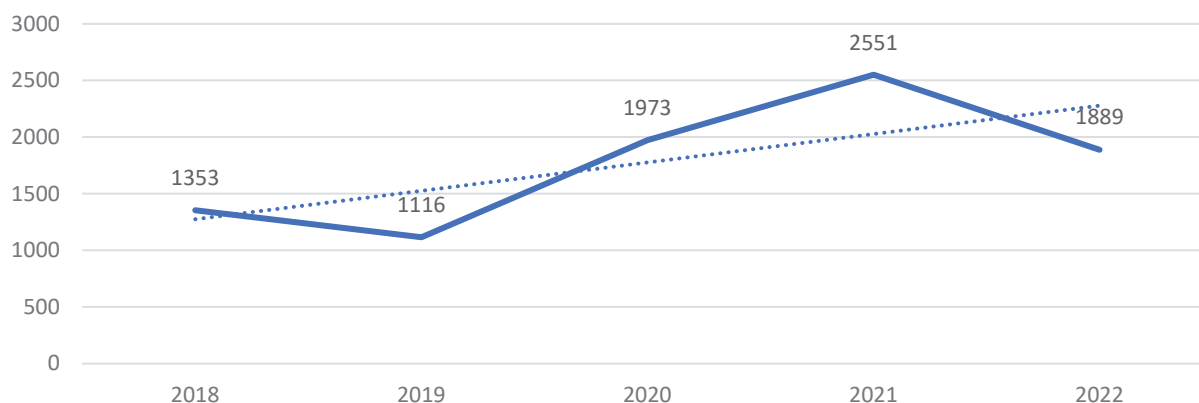


Figure 2 Annual Comparison of plagiarism and student misconduct cases reported – 2018 - 2022

Table 1 below provides a deeper analysis of the cases the University raised and managed since 2018.

Type	2018	2019	2020	2021	2022	Trend% ▲
Poor scholarship			86	98	75	-23%
Less serious plagiarism	702	778	827	1379	853	-38%
Serious plagiarism	212	56	449	764	411	-46%
Exam misconduct	68	81	459	224	402	79%
Falsified documentation (course related)	24	40	46	21	33	57%
Falsified documentation (Admission or conferral)	299	112	53	41	71	73%
Other academic misconduct	3	16	15	5	7	40%
Non-academic misconduct	45	33	38	17	37	118%
TOTAL PLAGIARISM & MISCONDUCT	1353	1115	1980	2549	1889	-26%
% Change on previous year		-18%	78%	29%	-26%	
Student Enrolments (Headcount)	61,902	63,067	63,958	77,868	61,322	-21%
Total misconduct as proportion (%) of student headcount	2.2%	1.8%	3.1%	3.3%	3.1%	

Table 1: Annual Comparison of the number of plagiarism and allegations of misconduct raised 2018–2022.

Note: Minor variances have occurred with the updating of data post publication of the 2021 report.

Key Points in 2022

Less Serious plagiarism continues to be the main form of plagiarism

Less serious levels of plagiarism are typically treated as deficiencies in academic skills and experience. While it is still the most common allegation, it dropped by 38% (serious plagiarism also saw a significant drop of 46%), which result may be attributed to lower student enrolments in 2022.

Falsified Documentation is again on the rise

Submitting fraudulent transcripts and medical certificates, for both admission and special consideration, increased in 2022, though remains lower than pre-COVID numbers. Back to source checks will continue to be a key detection tool.

Exam Misconduct has crossed into several allegation categories

There was a significant increase in the detection of exam misconduct, stemming from the continued online examination format. An extensive review of the data revealed many matters originally recorded as collusion and contract cheating were also cases of exam misconduct. These were subsequently re-categorised. Examples included students completing exams together at the one location or via an online platform such as Facebook, WeChat and Discord. Of the 261 cases of contract cheating, 62 were related to exam misconduct, with exam questions posted on 'Chegg' during the specific exam period.

The CIO expects that significant exam misconduct remains undetected, given the extensive access to private chat platforms where exam questions can be discussed in real time. In 2022 exam misconduct was reported by anonymous whistle-blowers.

Online Study and Contract cheating

Contract cheating continues to be a concern and spans across exams, assignments, and assessable quizzes. It is pleasing to note that the use of randomised questions and unique identifiers in assessments continues to assist with detection.

The direct marketing to students via their university email address continues despite ongoing messaging to the student body to disregard cheating offers.

Of particular concern is the change in the Chegg *Honor Code* (Code). Chegg is one of the world's biggest third-party assessment assistance providers. In the past, Chegg cooperated in academic misconduct investigations undertaken by the University, by providing certain identifying data. In August, Chegg informed the University of the change to their Code, which it contends, limits the information that it will provide to the University's investigators. A comprehensive brief has been provided to TEQSA on this Code change.

Non-Academic matters increase significantly

Disrespectful conduct towards another person or property has seen a 118% increase on last year's numbers. By itself, this would be concerning, however the 5-year trend indicates the number is close to pre-Covid-19 levels, reflecting a return to campus by the student cohort.

Increased case complexity and significant outcomes

Of note is the increase in complexity of cases referred to the Conduct & Integrity Office (CIO), particularly those involving contract cheating and exam misconduct. Until the latter part of 2022, the CIO would receive a one for one referral. That is, one student referred for one allegation against one assessment with one determination and one associated penalty. A digital detection program developed by the CIO has facilitated improved data interrogation of a referred student's academic history. This has uncovered other instances of cheating by the student in other courses. As a result, a single referral (or case raised) may lead to five or more additional allegations raised against the student. A case involving 22 substantiated contract cheating allegations, resulting in failure (00FL) for each course and permanent exclusion of the student, was the gravest example of this in 2022.

STUDENT PLAGIARISM AND ACADEMIC MISCONDUCT

Plagiarism involves a student using words or ideas of others and passing them off as their own.

Academic misconduct refers to actions taken by students to gain an unfair academic advantage for themselves over other students, or to help others to do the same.

There is typically an ebb and flow in matters being referred to the CIO, generally reflecting alignment to the main examination period. The facts and circumstances of each referral of serious plagiarism influence how each allegation is investigated. In 2022 the CIO and the various Faculties closed 1,672 cases with 88% resulting in a substantiated or partially substantiated allegations.

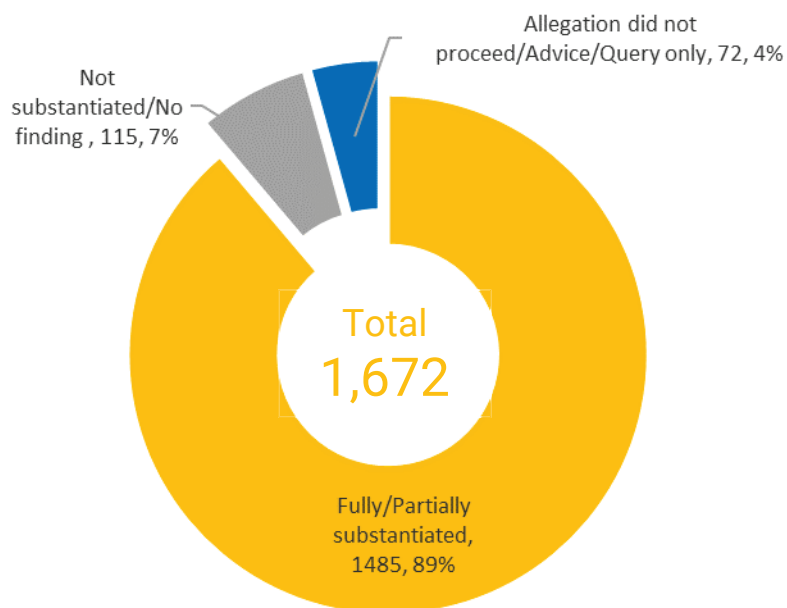


Figure 3 Plagiarism and Academic Misconduct matters closed in 2022

Note: Only substantiated instances of low-level plagiarism have been reported. Unsubstantiated matters are held by the School and do not inform this Annual Report. All serious levels of plagiarism are investigated by the CIO and are included in the Annual Report.

Management of Plagiarism and Breaches of the Student Code

Figure 4 below illustrates how the different levels of plagiarism intersect with the University's *Student Code of Conduct* and the *Student Misconduct Procedure*.

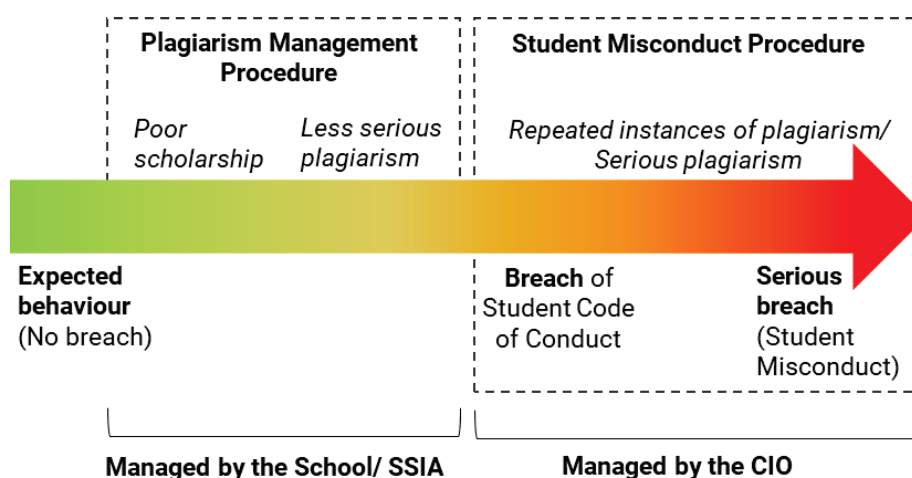


Figure 4: UNSW Management of plagiarism and breaches of the Student Code

Faculty level

Table 2 below sets out the substantiated academic misconduct cases by Faculty.

Faculty	Determined & Substantiated			% ▲
	2020	2021	2022	
Faculty of Arts, Design and Architecture	216	189	229	21%
UNSW Business School	255	289	245	-15%
Faculty of Engineering	507	765	435	-43%
Faculty of Law and Justice	36	56	61	9%
UNSW Medicine & Health	24	113	77	-32%
Faculty of Science	215	410	223	-46%
UNSW Global		187	161	-14%
UNSW Canberra at ADFA	105	78	45	-42%
Not identified		30	9	
Total	1,358	2,117	1,485	

Table 2 Annual Comparison of substantiated & partially substantiated instances of plagiarism and academic misconduct by Faculty 2020 – 2022

Note: UNSW Global is included as students undertaking Diploma courses are treated as UNSW enrolled students. Those not identified include students found to have engaged in admission fraud.

Evolving categories of academic misconduct

As the University continued to meet the challenges that Covid-19 presented, it became apparent that new digital opportunities for academic misconduct were arising. A review drilled into the categories of collusion, exam misconduct and contract cheating recorded by Schools. A key emerging issue is how exam misconduct has continued to evolve after exams moved online in 2020.

Re-classification of cases

In previous reports, allegations of 'collusion' were limited to plagiarism cases, with categories of 'unauthorised communication' and 'unauthorised materials in an exam' used only in reports of exam misconduct. A review of entries on the Plagiarism and Misconduct Registers in the last three years show that 'collusion' has been used for both plagiarism and exam misconduct behaviour. Contract cheating became an increasing feature in submitted work as 'Serious plagiarism' and when exam misconduct is detected.

While collusion between students has been acknowledged in recent annual reports, this is the first year they have been actively reported. Following the review, a significant number of matters originally categorised as 'collusion' and 'contract cheating' that were specific to either a midterm or final exam were subsequently re-classified as 'exam misconduct,' to reflect the context more accurately. This re-classification saw a marked increase in numbers of exam misconduct from 55 cases to 360 cases in 2022.

Plagiarism

The re-classification of some matters in 2022 has impacted the trends for plagiarism. However, it is worth remembering that the less serious levels of plagiarism remain the bulk of matters reported, where inexperience is identified as a key mitigating factor.

'Copying' and 'collusion' between students remains the dominant means of detected plagiarism. Copying involves using the same or very similar words to an original idea or text without acknowledging the source; and 'collusion' is presenting work as independent work completed by the student when it has in fact been prepared, in whole or part, through unauthorised collaboration with other students.

Contract Cheating

Contract cheating has traditionally been included in the plagiarism statistics of past annual reports. As reported last year, the CIO has observed a rapid evolution of contract cheating models and the original service of ghost writing is but one part of the ever-growing contract cheating industry.

Contract cheating occurs when a student engages another person to complete work for them and then submits the work as their own. While this form of cheating has traditionally been dominated by 'ghost writing', this category has grown exponentially to include:

- essay mills
- online tutoring (where answers are completed by the tutor)
- posting questions to course help services during online exams; and
- impersonation of students for individual assessment, entire courses; and
- in rare instances, entire degrees.

Contract cheating is treated as serious breach of the *Student Code of Conduct*. Last year 261 matters were referred to the CIO to investigate. Of the 261 matters, 62 (24%) related to exam misconduct, 155 (59%) to assignments and 5 (2%) to quizzes. Where students admit to the improper use of a third party, a lesser penalty is generally offered, such as 0% for the applicable assessment. Penalties typically range from a 00FL for the individual course through to permanent exclusion for systemic academic misconduct.

Contract Cheating entities direct marketing to UNSW Students

The CIO has continued to advise Schools over the year on how to address the increased incidence of direct marketing by contract cheating entities to students via their university email address. The emails were typically written in languages other than English, including boasts that the work would be '100% original'.

As students' university issued email addresses are available within the University's learning management system, Moodle, for each course, there is a concern that a person with access to the course in Moodle has been actively 'scraping' these details for contract cheating providers.

Once the University becomes aware that students in a course have been targeted by a contract cheating provider, all students in that course are alerted to the 'spam' email from the provider. They are cautioned about sharing their Moodle log-in with others, about the risks associated with contract cheating, and directed to the University's support services and resources.

The CIO commends the UNSW Schools which remain vigilant, using a suite of strategies, tools and techniques to minimise and detect cheating during online assessments.

Exam misconduct

Due to the re-categorisation of some plagiarism matters, the trends from previous years will not be as applicable. Figure 5 and 6 below demonstrates how the original number of 97 allegations grew to 402 after further analysis of the allegation data.

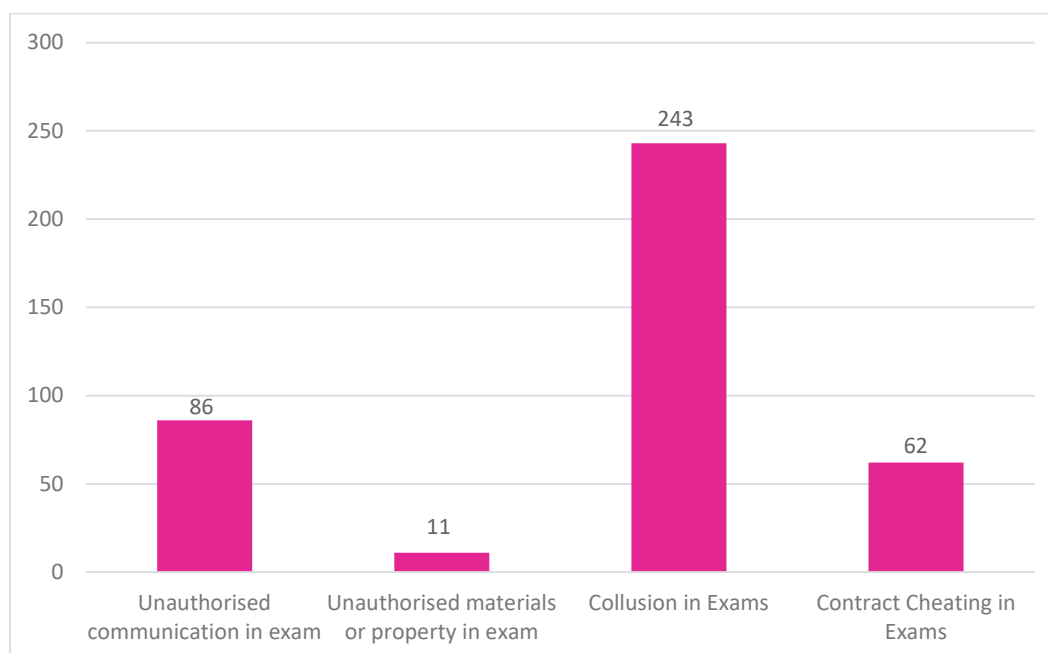


Figure 5: Breakdown of Exam Misconduct after reclassification

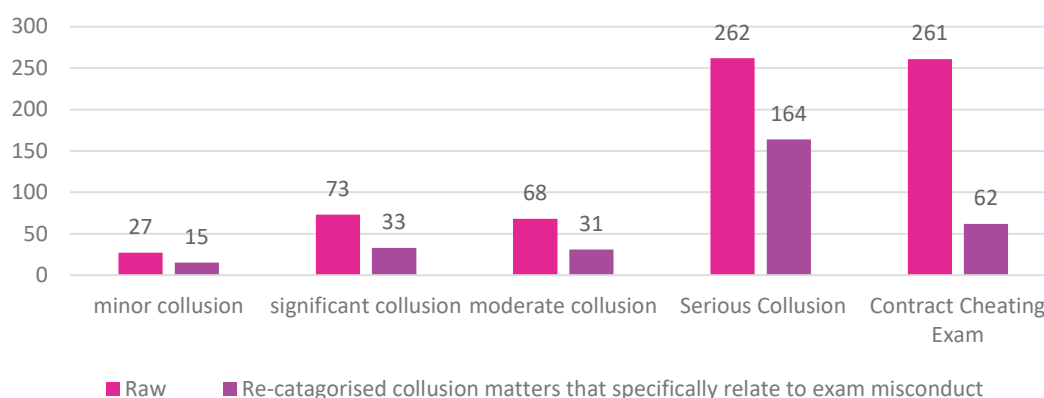


Figure 6 Breakdown of Exam Misconduct arising from allegations of collusion and contract cheating

Note: In 2023 the Faculties will be asked to categorise collusion in exams as unauthorised collusion for future consistency.

Chegg changes hampering detection efforts

In August 2022, Chegg reported a total of 5.3 million subscribers worldwide – an increase of 9% from 2021. As noted at page 6 above, UNSW reported amendments to Chegg’s Honor Code to the Tertiary Education Quality and Standards Agency (TEQSA).

Until the Chegg Honor Code was changed, requests made to Chegg for information returned the following detailed information:

- Question number
- Number in Chegg.com system
- Date and time that the assessment question was posted
- Date and time that the question was answered (if answered)
- User number and email address for question poster
- Question poster’s name, if available
- Question poster’s IP address
- Question poster’s school name, if available
- Details of the question asked
- Details of the answer, if provided

Launch of ChatGPT

In November 2022, Open AI released Chat GPT, a language generator that uses artificial intelligence trained on large datasets of text. While the tool represents a significant technological change, with many opportunities and benefits, the University must ensure that it is used ethically and with academic integrity. A student’s work must be substantially their own and where AI tools, like ChatGPT, has been permitted by their course coordinator, it must be appropriately cited or acknowledged by the student. The University’s policies, procedures and guidance to staff and students will be reviewed and updated in 2023 to reflect this development.

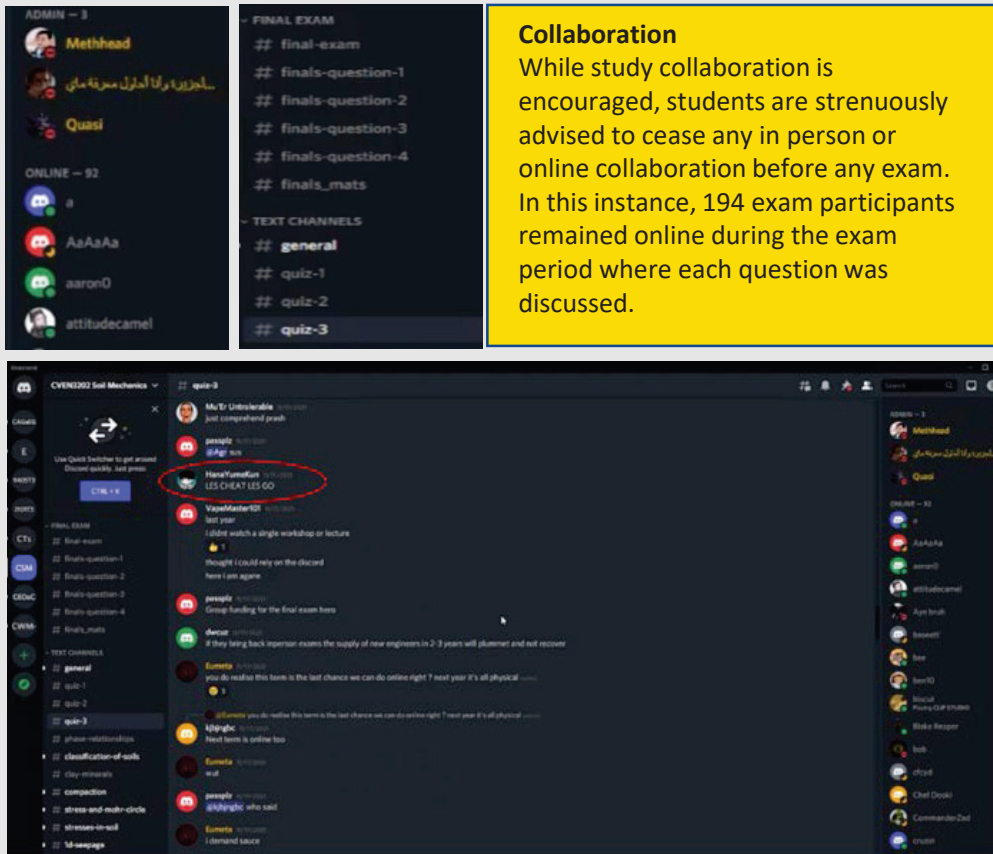
While the CIO is not aware of any unauthorised use of ChatGPT in 2022, it has received a significant influx of referrals of academic misconduct matters in the latter half of Term 1 2023, with most matters relating to the unauthorised use of ChatGPT and other online tools. This is an early indication of a new wave of suspected academic misconduct which the CIO, working closely with the Office of the PVCE, is working to address.

The CIO is collaborating with the Office of the PVCE and Schools to improve the depth of knowledge and experience to improve the measures to deter, detect and manage the emerging risks.

The Discord Case Study

Discord is a free, voice and text communication platform that allows users to create and join virtual servers that can host multiple channels, which are essentially chat rooms for text and voice communication. Discord has become increasingly popular in recent years, particularly for gamers, but also for study collaboration.

A Discord-server chat conducted during the Final Exam for an Engineering course was anonymously referred to the CIO in September 2022. The recording showed that a cohort of students was online during the exam. The video also showed historical chats from three other assessments (quizzes) held during the course.



There was evidence of suspected collusion between active participants during the period of the Final Exam (2.5 hours). Many of the users who were online did not post any chat but had the opportunity to view the information, including answers that were posted.

Participants were anonymised with aliases, which protected their real identities. An investigation was undertaken to identify users/students by analysing the chat from all four assessments. Following extensive forensic examination of the evidence, participants were identified and offered an opportunity to discuss their involvement and if applicable, to admit to their involvement. A number of students admitted to participating, two denied involvement, and two allegations were dismissed.

The CIO is working closely with Schools to reduce the ability for such unauthorised communication in future assessments.

Admissions Fraud

Several admission fraud clusters emerged involving international students and their Education Agents. A total of 71 admission cases were referred to the CIO in 2022, which showed a return in numbers to almost pre-Covid -19 levels. In total 34 matters were substantiated and resulted in the students being permanently excluded. A further 20 cases are still being investigated, while 13 cases did not proceed as the applicants had not enrolled at the University.

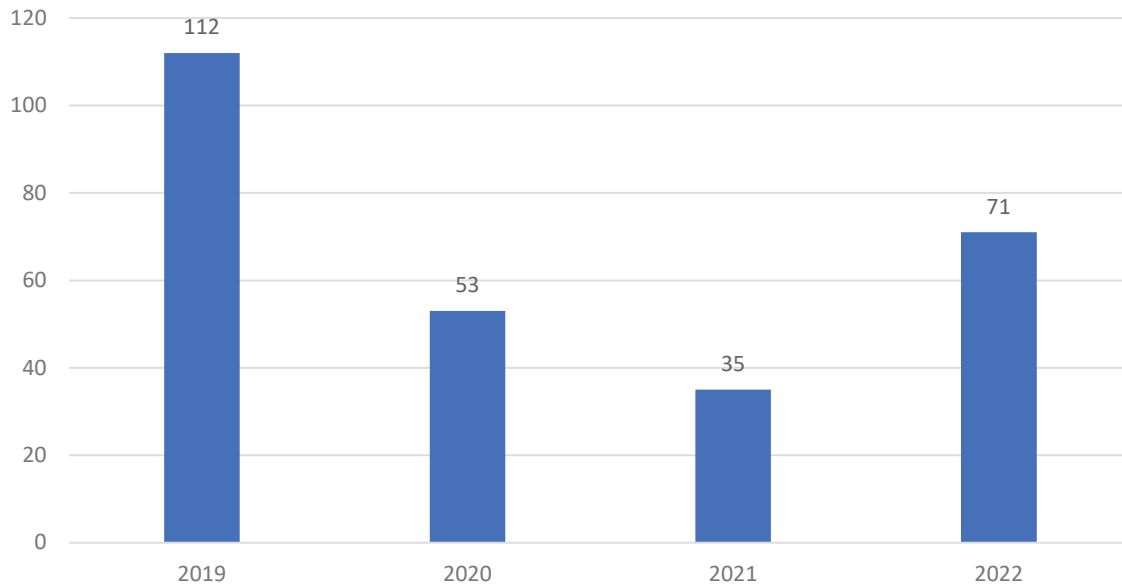


Figure 7 Breakdown of Admission Fraud in 2022

Clusters of similar allegations

The case studies below describe other clusters that were investigated in 2022:

- The Department of Home Affairs alerted UNSW that several students had included in support of their visa application a Bachelor of Business Administration from an overseas University which did not currently offer and had never offered, such a course. Following an investigation by the CIO, 17 students were excluded from the University.
- A separate cluster of international students were also discovered to have submitted the same high school result with an identical identifying number within their university applications. The applicable Examination Council was contacted and confirmed the documents were false for all but one student. A total of 19 students were excluded from the University in this cluster.

Penalty outcomes

Penalty Outcome	Poor Scholarship (1)	Less Serious plagiarism	Serious Plagiarism	Breach	Serious Breach	Total
No penalty	7	21	89		3	138
Warning with no mark reduction	7	24				31
No formal action			3		2	16
Formal warning	7	24	20		2	65
Resubmit without reduction of marks	3	33				36
Mark student's original content in the work disregarding plagiarised parts	15	223				238
Resubmit assessment with reduction of marks	5	48				53
Warning with mark reduction	38	81				119
Resubmission required and mark capped at 50%				99		99
Other reduction in marks				5		5
Mark capped of 50/100 (or 50%)		67	5			72
0% for assessment, Resubmission required and mark capped at		99				99
0% for assessment		287	343		13	643
00FL for course			54		5	59
00FL for course, Suspension			3			3
Delayed graduation					1	1
Suspension					2	2
Exclusion			11		27	38
Not substantiated						49
Blanks						210
Total	82	907	632		7	1976

Table 4 Breakdown of penalty outcomes for 2022 – Note: the number of penalties may exceed the number of matters as more than one penalty may be imposed.

The common outcome that spans both serious and less serious plagiarism is a penalty of 0% for the assessment task of concern. Both the Schools and the CIO issued this outcome in a total of 643 instances of plagiarism in 2022. This is a significant decrease from 2021, where it was issued a total of 1,134 times.

'Poor scholarship', where academic inexperience or deficiencies in academic skills are often regarded as mitigating factors, was identified in a total of 82 cases, with the most common outcome being a warning with a reduction in marks.

Where students make frank admissions to the CIO, a lesser penalty is considered, the most common outcome being 0% for the assessment.

Note: the current system is unable to record accurately the number of courses failed (00FL) against a student where there is serious academic misconduct detected.

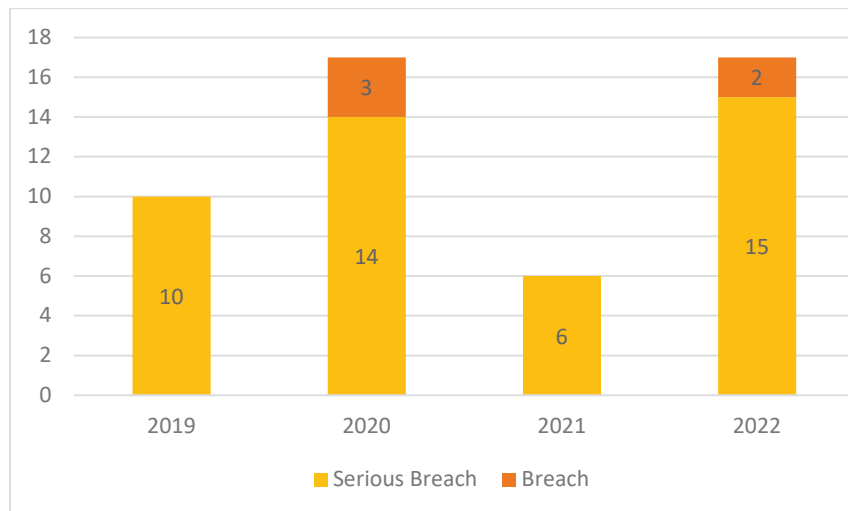
Exclusion from UNSW

Exclusions are seen as a last resort penalty and are only used for the most egregious behaviour. In 2022 there were 38 exclusions, with 21 related to admissions fraud.

The other exclusions included.

- Harassment of a lecturer
- Physical altercation and damage to property; and
- Providing contract cheating services.

NON-ACADEMIC MISCONDUCT



Non-academic misconduct refers to breaches of the Student Code of Conduct (Student Code) which do not directly relate to academic pursuits, such as conduct towards another person, resources, or the University's reputation. Examples of unacceptable conduct include the use of offensive language, harassing behaviours, and sexual misconduct.

This part of the report examines **substantiated** cases of student non-academic misconduct and outcomes in 2022.

Figure 8: Number of non-academic misconduct cases substantiated between 2019 and 2022.

Of the 37 matters investigated by the CIO, 24 matters (63%) involved unacceptable conduct directed towards another person and the remaining 14 (37%) of matters involved misuse or damage to property.

Just under half (45% or 17) of the 37 matters were found to be substantiated, with four students being permanently excluded from the university. One student was suspended, and the remaining students were issued with a formal warning.

Examples of substantiated cases include:

- A student was found to have harassed and threatened their lecturer and the lecturer's family via email, as well as posting derogatory messages on social media. The student was permanently excluded from the university.
- A student posted UNSW Exam material onto a third-party contract cheating platform without permission. They were asked to remove the material but refused. The student admitted to their actions during the investigation and expressed a level of embarrassment regarding their actions. A formal warning was issued.
- A student assaulted another student. While they were initially less than fully frank in their response to the allegation, the student later admitted to their actions. Several mitigating factors were considered, and the student was suspended for one term.



STUDENT COMPLAINTS

This part of the report examines formal student complaints received and finalised by the CIO and managed according to the UNSW *Students Complaint Procedure*. Formal complaints are those which have not been resolved at the local School level or where the matter is serious or complex.

In 2022 the CIO received 476 complaints which represents a 9% decrease from 2021.

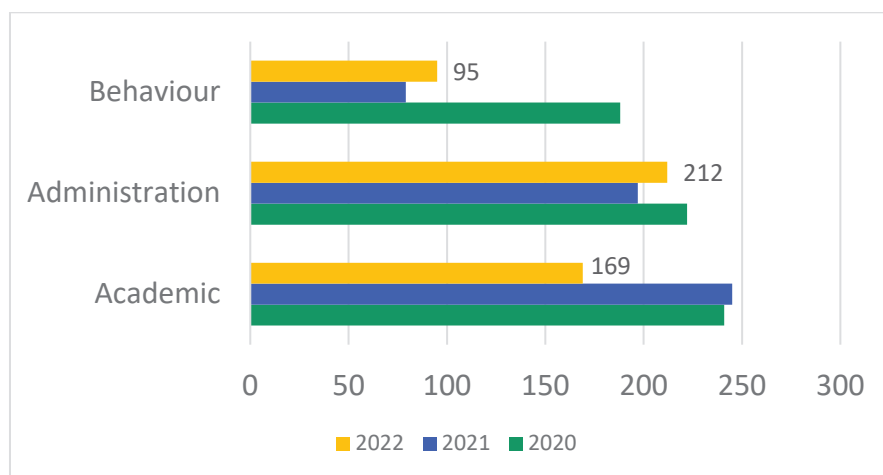


Figure 9 Annual comparison of the type of complaints received 2020 – 2022.

Table 5 below sets out the three main types of student complaints. Complaints about assessment grades were the most complained about issue in 2022, followed by service quality and complaints about other student behaviour.

Academic	Administration or Process	Behaviour
Assessment – Marking (71 complaints)	Service quality (52)	Student behaviour (48)
Assessment – Design (27)	Admissions (39)	Staff conduct (38)
Academic behaviour (21)	Special consideration (34)	Student academic conduct (9)
Course – Instruction (17)	Fees/finance (26)	
Course – Feedback (9)	Enrolment (25)	

Table 5 Categorisation of complaints in 2022

Note: The top five complaint areas over the past three years have all generally been trending downwards since 2020

Figure 10 shows the trend over three years of the top student complaints received in 2022.

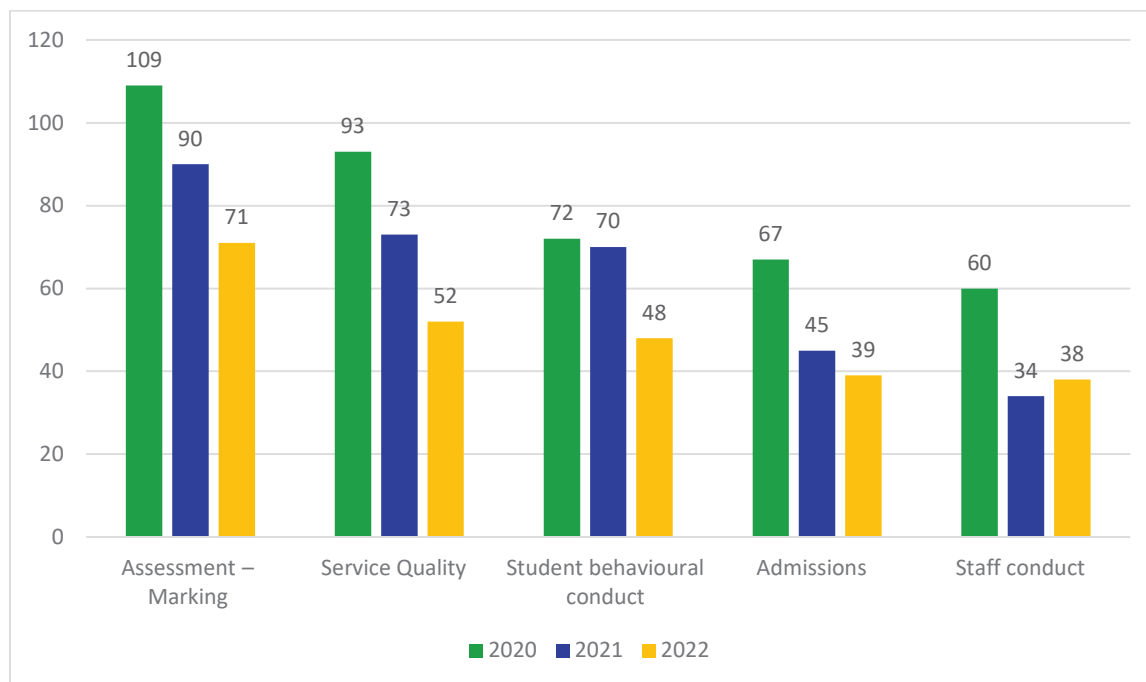


Figure 10. Annual comparison of complaint types received from students

Breakdown of the types of complaints received from students in their respective Faculty:

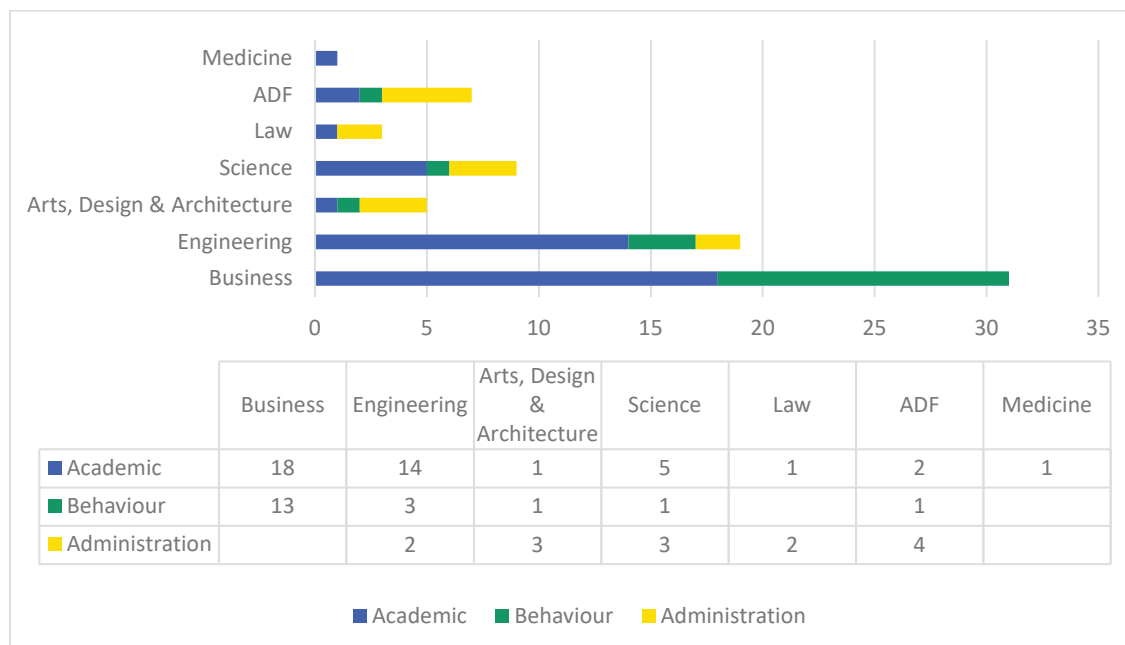


Figure 11 Breakdown of complaint types raised in 2022 by Faculty

Note: a further 408 complaints were submitted to the portal, but these were completed anonymously and/or did not indicate the Faculty of concern.

Student Complaint Outcomes

In 2022 a total of 461 complaints were finalised as follows:

- Complaint did not proceed 363
- Not substantiated 57
- Substantiated 17
- Feedback only 17
- Partially substantiated 3
- Advice/Query Only 3
- Not accepted 1

As indicated in Table 6 below, most (49%) of the complaints received by the CIO in 2022 were referred to the applicable School/Faculty or business area for resolution in line with the Student Complaint Procedures Stage 1 Local Process. This number is consistent with previous years.

Student Complaints Outcomes			
Outcome	2020	2021	2022
Referred	239	299	224
Response provided	111	55	85
No action/response required	182	101	68
Unsubstantiated	25	30	31
Referred to another process	74	13	19
Resolved through negotiated outcome	8	4	15
Withdrawn by complainant	14	11	9
Substantiated	4	3	3
Substantiated - action required	1	3	3
Not UNSW related	2		2
Insufficient Evidence		4	1
Referred to another organisation	4	1	1
Referred for action under the Enterprise Agreement	1		
Referred for investigation		1	
Total	665	525	461

Table 6 Breakdown of student complaint outcome for 2020 - 2022

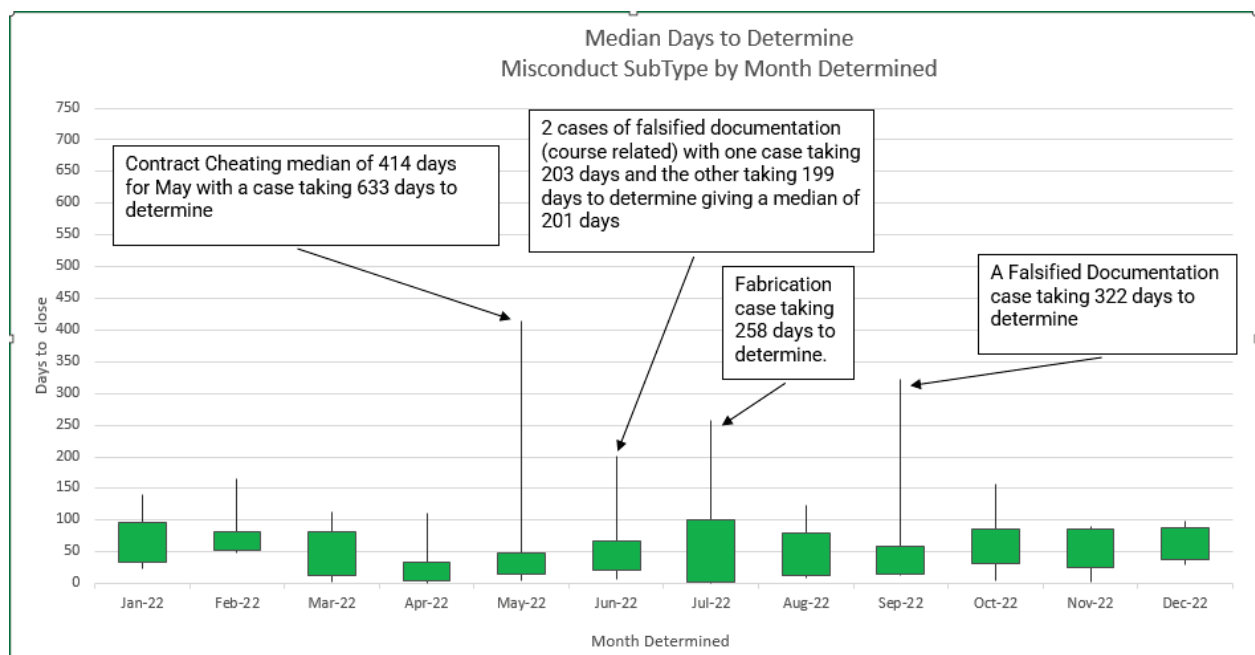
REVIEWS

Of the 870 matters managed by the CIO, a total of 19 requests for review were lodged, two of which were upheld. The purpose of a review is to examine if the investigation was procedurally fair (i.e. not a review of the merits of the decision).

One successful review was referred to the CIO for re-investigation and the penalty was reduced from failure for the course (00FL) to 0% for the one assignment. The second matter was resulted in the decision-maker imposing a lesser penalty and is recorded here for transparency.

Investigations are undertaken with the highest levels of professionalism and adhere to the principles of procedural fairness as outlined in the procedures.

CIO RESOLUTION TIMEFRAMES



Note: The circumstances of each matter will affect the timeliness of matters, as well as the complexity of the matter being investigated.

Below is further information on the lengthier matters identified above regarding resolution timeframes.

- The CIO concluded a contract cheating case in May, which involved a total of 19 courses and required 633 days to finalise, with the exclusion of the student as a result.
- Two cases of falsified documents which concluded in June 2022, required 203 and 199 days respectively to resolve. Both cases were linked to the same student.
- An investigation of a case involving falsified documents subsequently uncovered contract cheating across a total of 22 courses. The case was closed after 322 days with the penalty of an exclusion of the student imposed.

KEY DEVELOPMENTS & ACHIEVEMENTS IN 2022

Priority	Key Achievement
Maintaining a fair and efficient process for handling plagiarism and student misconduct and complaints	Continued participation in the project to streamline and rationalise the University's many complaints management and investigation policies and procedures into a single Complaint and Investigation Policy and Procedure. This includes the implementation of a new complaints management system and the streamlining and simplification of several University policies and procedures.
Identifying and detecting instances of contract cheating	<ul style="list-style-type: none"> • Monitored emerging and evolving models of contract cheating including the introduction of Artificial Intelligence language generators. • IT solutions used in data analysis. • Worked with TEQSA specifically around the changes to the Chegg Honour Code. • Streamlined and documented standard operating processes for managing repeated instances of plagiarism. • Research continued into factors that influence contract cheating.
Providing information and training to staff to better detect contract cheating	<ul style="list-style-type: none"> • Increased online information, tools and resources for staff. • Maintained a SharePoint (UNSW Conduct and Integrity) site with supporting information and resources. • Maintained a community of practice with School Student Integrity Advisers (SSIAs), with online forums and MS Teams site for SSIAs to post questions and share their experience.
Providing information and educating students	<ul style="list-style-type: none"> • Presented to first year students on expected conduct and plagiarism. • Worked closely with the Associate Deans of Education, Heads of School and academics to alert students to contract cheating providers in real time countering direct marketing campaigns.
Countering efforts of contract cheating services	<ul style="list-style-type: none"> • Liaised with other NSW based Universities regarding trends. • Provided advice and guidance to academic staff on how to find assessment questions on commercial contract cheating providers.

RISKS & CONTROLS IN 2023

UNSW has identified one of its top operational risks as ‘unethical behaviour, including admissions fraud, contract cheating, and lack of research integrity erode UNSW's reputation and academic integrity and devalues degrees’. The following table sets out some of the contributing factors and the controls in place to mitigate the risk.

Risk	Description	Controls
<ul style="list-style-type: none"> • Increasing % of students involved in academic integrity matters • Increasing number of student misconduct matters • Pressure on students to succeed in getting into UNSW or in performance at UNSW 	<p>Academic misconduct increases as online collusion and contract cheating develop, as unauthorised use of ChatGPT and generative Artificial Intelligence (AI) grows, which compromises the quality and integrity of UNSW degrees.</p>	<ul style="list-style-type: none"> • Continue to develop and implement digital tools and other resource to detect contract cheating. Work with Cyber Security, Records and Privacy and the PVCE Office to ensure the proper checks and balances are made. • Work with the Office of the PVCE and Schools to improve the depth of knowledge and experience to improve the measures to deter, detect and manage academic misconduct, including unauthorised use of ChatGPT and other generative AI.
<ul style="list-style-type: none"> • Increase in mental health issues resulting in impacts of the pandemic 	<p>Novel and constantly evolving means of cheating to evade detection</p>	<ul style="list-style-type: none"> • As the Discord case study showed, there will always be novel ways to undertake cheating activities. The CIO is actively working with the UNSW Cyber Security teams to mitigate these risks
<ul style="list-style-type: none"> • Use of ChatGPT difficult to detect • Expansion of essay writing or exam attendance services available for students to use 	<p>Data and privacy breach to UNSW systems when students provide contract cheating providers with their Moodle login, with full access to other students' email addresses</p>	<ul style="list-style-type: none"> • Continue to raise student awareness of contract cheating companies and individuals disguised as tutoring companies and the risks involved where students share their login details.
<ul style="list-style-type: none"> • Difficulty in monitoring on-line activities 	<p>Poor academic detection and management of plagiarism and academic misconduct at the local level</p>	<ul style="list-style-type: none"> • Online and face-to-face information and training for academic/professional staff on detecting and managing plagiarism and referral of serious plagiarism and other academic misconduct matters to the CIO. • Continue Community of Practice forums focused on academic integrity matters to support Faculty/School Student Integrity Advisers in managing plagiarism and detecting academic misconduct. • Raise the profile of reporting of student academic and non-academic

Risk	Description	Controls
	<ul style="list-style-type: none"> • Under-reporting of plagiarism and academic misconduct • Over-reporting by some academics, with referral of matters to the CIO which cannot proceed to investigations due to insufficient evidence. 	<p>misconduct to academic and professional staff at Faculty/School level</p> <ul style="list-style-type: none"> • New complaint management system (CMS) to make plagiarism and misconduct registers more accessible and easier to use to report plagiarism and misconduct. • Continue to support academics and School Student Integrity Advisers to gather evidence, manage, and/or refer cases of suspected serious misconduct to the CIO. • Implement new tool to support the detection of contract cheating. • Complaints and Investigation Project (CIP) to streamline the University's policy and procedures on managing complaints and potential misconduct into a single policy and procedure; and to support adviser and case handling roles within the process.
	<p>Poor student understanding of academic integrity</p>	<ul style="list-style-type: none"> • Continue to promote a culture of integrity, including using both UNSW and TEQSA tools. Promote simple slogans such as '<i>Cheating is never the right answer</i>'. • Continue to work with Arc@UNSW and student representatives to devise and implement student generated communications focused on the importance of academic integrity. • Continue to work with Arc@UNSW to improve student experience of complaint and investigative processes across the university, including the benefit of actively participating in the courageous conversation process. • Keep abreast of the new challenges Artificial Intelligence is having on the Higher Education sector. Maintaining professional relationships with TEQSA and the Academic Integrity Network.
<p>Case resolution will take longer and resources at the School and CIO level</p>	<ul style="list-style-type: none"> • Case complexity increasing and requiring more detailed investigation 	<ul style="list-style-type: none"> • Implement new tool to support the detection and investigation of contract cheating (see page 3)

Risk	Description	Controls
Negative impact on university reputation from failure to address academic integrity	<ul style="list-style-type: none"> • Continue to implement Courageous Conversations¹ • New CMS that is fit-for-purpose • Review management of complaints and investigations at UNSW to identify process and service delivery improvements. 	<p>There is no single solution, but UNSW will continue to strengthen the culture of academic integrity, to improve student and staff experience. Using the five 'D' model of Learning and Assessment; Design, Deter, Detect, Discuss and Determine the university will foster a strong academic integrity culture. This project will run parallel to the new Speak Up campaign being run in 2023.</p>

¹ Meeting between CIO case manager and student to give the student with an opportunity to admit to their behaviour in a supported environment. A student admission progress to a determination without needing a full investigation.