

Gazette Supplement



Oration by the demitting Proctors and Assessor

The following Oration was delivered in Congregation on Wednesday, 13 March, by Huw Dorkins, BM BCh MA Oxf, MSc Lond, Fellow of St Peter's, on demitting office as Senior Proctor.

Senior Proctor: *Insignissime Vice-Cancellarie: licetne Anglice loqui?*

Vice-chancellor: *Licet.*

Senior Proctor: This Oration is the joint work of three individuals, who have worked together very happily since our admission on Wednesday of ninth week of Hilary term one year ago.

2012 was a memorable year. Her Majesty the Queen's Jubilee, Encaenia and the Olympics were all national and local events in which the Proctors and Assessor played a small part. Over the course of the year, we were invited to many interesting University and civic occasions. We had anticipated that, in our new representative roles, we would be working in the fast lane, but perhaps had not envisaged this quite so literally until we received an invitation to the opening of the new access road to the Begbroke Science Park.

Two weeks into our tenure, we were to be found in the fast lane of the A40 on the outskirts of London moving at a snail's pace. A party of University representatives was invited to present a loyal address to Her Majesty on the occasion of her Jubilee. We reached Buckingham Palace with minutes to spare, in a specially hired Budget Rent-a-Van and a state of high anxiety. I shall not forget the help of a Police Community Support Officer on the arrival of the aforementioned van, its contents fearing long-term incarceration in the Tower. The kindly PCSO pointed us in the right direction, before returning to shepherding tourists, having impressed us all by his unflappability.

So began a growing identification by the Proctors with the forces of law and order, but that is a theme to which I shall return later.

Part of the Proctors' duties is to assure themselves that the University's procedures are working properly. In other words, do we have a Rolls-Royce of an administration, or a Budget Rent-a-Van? Does the University's Strategic Plan chart a clear path forward, or is it more like a faulty satnav? Armed with such questions we entered the citadel determined to discharge our duties. Peering under the bonnet of our administrative machine, what did we find?

In many ways, what we saw was a process in good running order. We were impressed by the dedication and expertise of many of the University's staff, both in Wellington Square and beyond. The Senior Proctor knows that administrative support of the calibre provided to the University is not so widely available elsewhere (for example in the NHS) and should certainly not be taken for granted.

Early in our tenure Council underwent a process of self-review. This process is required of all Council's major committees, and we have seen an only slightly modified review questionnaire reappear in various sets of papers for other committees. The Proctors and Assessor have their reservations about this process, in particular the quality of the feedback provided when the replies were received and analysed. Self-review runs the risk of becoming an uncritical box-ticking exercise. We are not alone in this view and, as more committees undergo this process, we hope that they will adopt a more imaginative approach. Comparison with similar structures in peer institutions may not always be possible or appropriate, but committee self-reviews need to be less comfortable and more

challenging if they are to be the starting point for improvement.

A journey to London in a rented van was not the only trip for the Proctors and Assessor. In May, as members of Council, we boarded a coach for a magical mystery tour around all of the Medical Science Division's sites in Oxford. The Head of the Division gave a promising audition for the post of tour guide pointing out not only the shiny new institutes but also the rather scruffier buildings housing Medical Sciences in South Parks Road and Headington. It served as a helpful reminder (if one was needed) of the enormous growth of the University's interests and activities that are located beyond Magdalen Bridge.

This tour was to set the scene for the review of the Medical Sciences Division, the last of the four divisions to undergo such a process. Last year my predecessor reminded Congregation that the planned review of the North Commission's recommendations on the structure of the University had yet to occur. Now it falls to me to give the same reminder. The fifteenth anniversary of the publication of the North Report fell in our year as Proctors. Those with an interest in this question - possibly a select group - may infer no great appetite in the corridors of power for such a review. To the extent that the establishment of the divisions is perceived as a success, one can understand a reluctance to turn the clock back, particularly as the University has grown in size and perhaps complexity since the introduction of the divisions. But while the individual divisions have been very successful, does this structure have unintended consequences, for example in hindering teaching and research across divisional boundaries? The draft version of the University's Strategic Plan for 2013-18 makes much of interdisciplinary working.

Do we need to reflect on whether our current structures will enable the University to meet the objectives it plans to set itself?

The past year has seen the merger of three departments - Oxford University Computing Services, Business Services and Projects, and the ICT Support Team - to form a single department, IT Services. It is envisaged that it will take at least a year before the process of integrating these is fully achieved. We welcome this move, and wish the University's Chief Information Officer every success. The scale of the task should not be underestimated, given the different cultures and working practices of the three departments. The University and colleges become ever more dependent on IT to support their work. Effectively every key administrative system is being replaced in the next 6 to 12 months. We view the delays and cost overruns on two major IT projects - the Oracle R12 financial system and the new student support system - with some concern. Perhaps the scale and complexity of these projects is such that some difficulties are inevitable, but they should not have been planned to happen at the same time as each other, overlapping as they do with changes to other key IT systems. Better forward planning is essential if value for money is to be achieved. Oversight of IT projects requires technical capacity as well as an effective independent audit process, and there is a need to strengthen both of these.

External members have now been appointed to the IT Committee, where it is hoped that they will serve as 'critical friends'. The Proctors and Assessor have been greatly impressed by the contribution of external members on a wide range of the University's committees including Council itself. They bring considerable expertise and an invaluable perspective to an institution which has sufficient self-regard to risk thinking that the way it currently transacts its business is necessarily the best way of doing so. Good external members of committees are hard to find; it is fortunate that the University has succeeded in doing so.

The Proctors and Assessor serve as Delegates of the University Press, and the Senior Proctor serves on the Press's Finance Committee, which is *de facto* the management board of OUP. Tuesday morning meetings of the Delegates have provided a fascinating insight into the breadth and depth of Press titles but also some of the academic publishing decisions. It is possible for a Delegate completely to disagree with an author's argument yet

advocate strongly that the monograph be published. As the largest university press in the world, OUP is a success story for the University. It continues to grow, most recently through the acquisition of a school textbook publisher. The growth of the Press, coupled with the University's reliance on the financial transfers it makes, means that the link between the two needs careful monitoring. OUP's turnover is equal to about three-quarters the size of that of the University. As the Press grows further, additional arrangements are required for its internal governance and the management of business risk. The work to put these in place is under way, under the strong leadership of the Secretary to the Delegates and the Chair of the Press's Finance Committee. The University too needs to review its relationship with what is, after all, one of its departments, albeit one which could grow to match or even exceed the size of the rest of the University. OUP is not simply an income-generating operation, but a part of the University's academic enterprise with a global reach. We welcome developments reported to the University's Education Committee of closer working with the Press in the future.

The future size and shape of the University is an important issue that is the focus of much attention in Wellington Square. The pressures are significant. The City Council imposes a cap on the number of students registered with the University who are not housed by their colleges or the University, and therefore are competing for accommodation in the private rented sector. Growth in the number of students has been dramatic, with the number of current postgraduate students having nearly doubled in the past decade, and two-and-a-half times the number in 1992. This contrasts with a growth in undergraduate numbers of less than 10% over the past 20 years. The drivers for this growth vary across the divisions. In one it is the need to recruit more postgraduate research students to work at the bench in the growing research effort, where there are fears that the lack of capacity to recruit high-calibre graduate students will limit research. In another, the recruitment of large numbers of postgraduates on taught courses has helped departmental finances. In many cases, taught master's courses are used as a training and selection process for those seeking to progress to doctoral studies, but there is the concern that some students on certain taught postgraduate courses are not always of the highest quality. How these different pressures are to be balanced in future planning is unclear. The

initial intradivisional fine-tuning is likely to be a warm up for the more challenging interdivisional discussions that lie ahead. We predict that our successors will hear much on this topic in the year to come.

Closely related to the question of the University's size is the matter of sustainability. While the University's income exceeded £1bn in 2011-12, the surplus was approximately £50m - comparable in size to that year's transfer from OUP. We welcome the development of plans to improve the University's financial sustainability. Balancing expansion of the University's estate with the need to replace and refurbish existing infrastructure is a great challenge. Close cooperation between Planning and Resources and Estates Services, including the use of gathered fields of capital project proposals, is a development we welcome.

Size and shape has been a matter of some concern in the Proctors' Office - specifically in our parochial context, the size and shape of the Proctors. The generous hospitality offered by many colleges and departments during our year has threatened an expansion in the size of at least one Proctor that may have resulted in the imposition of a further limit to growth. This was offset at least in part by the regular exercise gained in attending the Examination Schools or Ewert House in Summertown to help police the post-examination celebrations. At Encaenia, we were reminded by our distinguished honorand Aung San Suu Kyi that 'everybody knows that students can't be kept in order!' One month into the examination season, I am not sure that the Proctors needed to be reminded of this. One of the wettest summers on record surprisingly did not dampen student exuberance. The Proctors saw no merit in seeking to impose fines for spraying water, since the Almighty saw fit to do so on a regular basis.

On a more serious note, two of the team of Proctors' Officers were injured while keeping order in last summer's celebrations - this is simply unacceptable. We were enormously impressed by the dedication, patience and good humour of all involved in managing post-examinations festivities - not only University staff including the Pro-Proctors, but also those of Oxford City Council and Thames Valley Police. While progress has been made in recent years, we are convinced that further effort is required to ensure that students finishing examinations can celebrate with their friends in safety and without causing a public nuisance.

Seeing that University examinations are conducted properly and fairly is

another important duty of the Proctors. For the Junior Proctor, who has primary responsibility for taught-course examinations at both undergraduate and graduate levels, this has meant a very heavy burden of work on special examination arrangements, coursework submissions, factors affecting performance in examinations, and related complaints and appeals.

The burden of arranging and providing special examination arrangements falls heavily on the Proctors' Office, the Examination Schools and colleges, both in terms of human and financial resources. For example, the number of students sitting examination papers in colleges in 1999 was 115; by 2012, this had risen to 204. The Proctors believe that this situation needs to be carefully monitored, since the infrastructure involved with non-standard examination arrangements is already nearing full capacity.

The Proctors have continued to work closely with the Disability Advisory Service to ensure a fair and consistent approach to cases requiring special arrangements, whilst always taking individual circumstances into account.

The number of complaints and appeals concerning taught-course examinations in 2011-12 remained high and was broadly similar to the number last year. The complexity of cases involving a claim that the examiners failed adequately to take medical or other personal circumstances into account when deciding on a final degree result continues to grow, as does the expectation that a detailed response with supporting documentation will be provided to the student within an unrealistically short period of time. Whereas, five or so years ago, a single paragraph response was adequate for assuring a student that the examiners had given proper consideration to medical circumstances, now detailed responses of several pages, often explaining the University's policies on examination procedures and defending the legality of its policies on disability, are required.

It is clear that there is tremendous pressure on undergraduate candidates from themselves, their peers, (increasingly) their parents and families, their tutors, their supervisors, their colleges and their potential employers to achieve at least a degree in the Second Class, Division One. For postgraduate taught-course candidates, the equivalent expectation is of a distinction, with full funding for doctoral study in Oxford to follow. The fact that many students cannot cope with this

pressure is shown by the levels of panic, anxiety and depression amongst them. Given that the University continues to award degree classes and results across the spectrum of possibilities, it is inevitable that there will be disappointments. Colleges and departments, with advice from the Counselling Service, should consider ways of better managing the expectations of students and helping them to cope with possibly unrealistic expectations. The Careers Service already plays an important role in advising students about life after university, including the value of all classes of degree from Oxford University in the wider world, and they are open to finding more ways to support students after final examination results are known. We support new initiatives along these lines.

The Senior Proctor has responsibility for matters relating to research degrees. Complaints in this area can be difficult to resolve. By the time a complaint is made to the Proctors, the relationship between student and supervisor has broken down, often irretrievably. Of course, the Proctors see only the failures, not the successes. Given the growth in the number of graduate students in the University, it is encouraging that there are not more such cases on the Proctors' books. We think that the introduction of transfer of status and confirmation of status procedures has helped identify students in difficulty earlier, enabling appropriate intervention and help. The 'unsung heroes' in graduate provision are the Directors of Graduate Studies. Without their efforts, many more cases would reach the Proctors. The role of a departmental DGS is a demanding one. We wonder whether more might be done to support individuals newly appointed to this role. Peer support through an informal network of DGS may have a useful role here, as might more structured guidance on topics such as the relevant regulations and best practice in areas such as dealing with students with declared disabilities.

Many hours of our lives this year have been spent in dealing with students in difficulty, so it has been a welcome change to participate in Degree Days. The arrangements for these are set to change, with a punishing schedule of ten degree ceremonies packed into an eight-day period in July in addition to the normal run of ceremonies in Trinity full term. We wish all those involved in that process well. Next August, the demitting Senior Proctor plans to use the Vice-Chancellor and Proctors as his subjects in a case report for a medical journal on injuries caused by the repetitive doffing of academic caps.

Libraries is a topic which has preoccupied many in the University this year. The move of the History Faculty Library from the Old Indian Institute and the rearrangement of holdings in Classics was the trigger for expressions of concern by academics in these disciplines, leading ultimately to a Congregation Discussion. With hindsight, it is clear that communication and consultation about these issues could have been better handled. A reinvigorated committee of Curators of the University Libraries is trying to improve communication on library matters, updating the Committees on Library Provision which in some areas had atrophied and in others had disappeared completely.

The scale of challenges facing the University's libraries should not be underestimated. They have faced budget cuts which have resulted in staffing reductions while an attempt has been made to preserve the budgets for acquisitions. The move from print to digital media has major consequences for the way in which libraries will work. Legal deposit of work in electronic format to copyright libraries will begin in the coming year. The question of open access publishing raises many important questions for the University as a whole, and not just the libraries. This very rapidly moving area has been the subject of much consideration by both Council and the Research Committee.

Nor should we overlook the scale of the major library projects recently completed or underway, including the £80m Weston Library project. The Congregation Discussion on the future of libraries proved to be a generally good-natured affair, in which many valuable points were made. There was a sense of shared engagement about how Oxford's libraries are to develop. We hope it marked a turning point and that there will be more of a partnership between academics and senior library staff in years to come. It was clear to Proctors and Assessor that there are good people and goodwill in both communities.

Another of the Proctors' duties is the regulation of University Clubs. This year, the Senior Proctor has learned a great deal about certain sports, albeit in some cases rather more than he had wanted to know. A number of sports clubs have a high national profile and are involved in major financial and contractual commitments, including the employment of staff. Their governance has to strike a balance between ensuring that the club is run for the benefit of current Oxford University students with the need to have sufficient expertise available properly

to run a complicated organisation. Alumni with appropriate experience can play a valuable role here. Failure to meet high standards of financial management, or of student safety, could result in significant problems that would inevitably involve the University itself. We welcome the decision of the Clubs Committee to mandate the use of standard constitutions by sports and non-sports clubs. There is the flexibility to fine-tune such constitutions to meet the needs of individual larger clubs – their stated willingness to participate in discussions over the coming year is a helpful development.

The Assessor has been more involved with the non-sporting, or at least less-orthodox sporting clubs (depending on one's views of Quidditch). She reports "I am proud to report that I have done my modest bit to facilitate the civilised drinking of tea by rising connoisseurs, as well as the less sedate amusement of re-enacting Anglo-Saxon battles – this last group requesting, among heroic paraphernalia, means to purchase a longer handle for their war axe, and drinking horns. For reasons which will be revealed, I was sympathetic towards this means of letting off steam, though less tolerant of the squalid post-exam wars of baked beans, golden syrup, flour and eggs. When my colleagues returned ashen-faced from the front line last summer I felt decidedly *hors de combat*, but the Clerk to the Proctors reminded me that they also serve who only offer sympathy. Assessors, then, stay reasonably clean most, though in my case not all, of the time. Courtesy of the Army, whom I must thank for an exhilarating day, I was one of a party invited 'to play with some heavy metal'. This meant a ride in a Challenger tank on Salisbury Plain. I stood peering out of the turret through the pouring rain and hanging on as, roaring throatily, this leviathan lurched in and out of the deep ruts, much to the gratification of the inner Jeremy Clarkson that lurks unsuspected within even the Assessor, who was captured on camera, covered in mud, with ill-fitting helmet and ear defenders. The trio said farewell to personal vanity during their year in office. Apart from the obligation to wear school uniform – sorry, sub fusc – it was a very wet summer. We stood on top of Magdalen Tower on May Morning in our sodden velvet finery, looking more like drowned rats than ornaments of the University, while the choir, sensibly wearing macs, assured us that, despite all evidence to the contrary, 'The Spring clad all in gladness, Doth laugh at Winter's sadness'.

The military employ even more acronyms than the civilians in Fort Wellington. New

Proctors and Assessors are expected to get quickly up to speed in learning the jargon. I find I have something of an SpLD, that is, Specific Learning Difficulty, in remembering them. Just the latest to exercise those in the upper echelons of the University are MOOCs, which sound like some primeval megalosaurus whiffing through the tulgy wood, but are actually Massive Open Online Courses. The question, which I leave to wiser heads, is whether MOOCs are manxome foes to be sought out vorpal sword in hand, or opportunities to be embraced as a beamish boy.

For anyone interested in the English language, this last year has brought a rich harvest of exotic new vocabulary, notably in the vexed business of how to satisfy student demand for reform of the sub fusc regulations to accommodate that many-splendoured rainbow which constitutes human gender. There have been many jolly conversations about these regulations this year, with some glumly forecasting that 'This is the end of sub fusc as we know it.' Time will tell. *Transgender* I had encountered, but not its opposite: *cisgender*, which has not yet made it into the *OED*, though it records the preposition *cis-*, 'on this side of', as in *Cisalpine Gauls*. Accordingly, I obliged with *cisgender* when I visited the offices of the *OED* one fascinating afternoon last summer, and I was asked for an example of a new word that I might have noticed. Sadly, I'm not the first to have observed it: it was in their list of words pending consideration and I had been pipped by just a fortnight.

It should be apparent from these examples that the team meets all manner of people, who have been extraordinarily welcoming and willing to show us around their domains. We are grateful to them all. Thus, thanks to Bodley's Librarian and her staff, we visited the book storage facility in Swindon, where towering shelves in cavernous hangers converge on a vanishing point like an exercise in perspective, and little cherry pickers glide along the aisles, swooping up and down the shelves. The sensation is said to be as close to flying as one can get without leaving the ground – alas, we didn't get to try it ourselves. On a visit to the Old Bodleian, the Keeper of the Archives revealed glimpses of the quaint high jinks proctors have had to put up with in days of yore, involving, among other things, ladies of the night and soda siphons. Other visits to the Bodleian's and Ashmolean's conservation departments revealed a wonderful serendipity of objects awaiting attention, including the picture frame, almost certainly by Grinling Gibbons,

made for Elias Ashmole's portrait, with exotic vegetable adornments which have now been identified by the experts from the Botanic Garden. During the year, I chose, as far as the superior claims of student welfare permitted, to follow the museums trail, and I should like to echo remarks made by last year's Assessor about the urgent need that our museums have for a shared storage and conservation facility, comparable with the Swindon depot, where their fantastic holdings can be kept in the optimum conditions they deserve, and at present lack.

I am picking out a few of the highlights of the last year. It hasn't by any manner of means all been an unending series of jollies, though there have been some spectacular occasions which would not otherwise have come our way. There have also been committees. Many, many committees, the majority conducted in the hideous windowless grey cells which constitute the brain of the University Administration Services on the first floor of Fort Wellington, where the meetings are sustained by huge vats of coffee, and biscuits brought in by the pallet load by fleets of lorries supplying the citadel.

A question constantly asked of a new Assessor is 'What is your mission for the coming year?' Being no zealot, and considering that a year is rather short to fulfil any mission, I freely admit that I didn't have one. I have regarded my role as that of a facilitator and listener. Assessorial specialities are, of course, student welfare and disability, as well as funding for financial hardship. Accordingly, in a spirit of enquiry, I volunteered to be tested for dyslexia. In 'real' life I am an ordinary college tutor; I have also marked exam scripts – lots of them. Learning difficulties are common; it seemed a good opportunity to find out more. There is more to dyslexia than spelling mistakes and the many jokes which can be found on the internet. Because testing is a lengthy business I opted for a 'taster' session. For example, vocabulary tests ask for definitions, ranging from *What is a rose?* to *What is love?* Shakespeare's offering for the second, *'Tis not hereafter*, would not tick the boxes. A dyslexic reader, looking at the overall shape of a word, may well read *sing* for *sign*. There are spelling tests, including words with a special Proctorial and Assessorial resonance: *harassment*, *accommodation* and *diarrhoea*. In parenthesis I note that, from the many doctors' certificates that came my way, it seems examination candidates have been dining too well and unwisely on fast food. I tentatively offer the advice that maybe prawns and kebabs are not such a good idea if you are sitting a paper next morning. My

brief encounter with the subject of dyslexia was enlightening, while also rendering it still more mysterious. It seems to travel with a variety of other characteristics which add up to make the infinitely complex thing which is an individual.

Complex individuals, or at least individuals with complex lives, also presented themselves via the University's hardship fund committee and fees panel, and I will take this opportunity of thanking the administrators who briefed me so carefully and professionally. Of course some applicants did not help themselves or were imprudent. Let us, for purposes of illustration, describe the case of Mr Micawber, who has made the classic failure to distinguish between the unforeseen and the unforeseeable consequences of certain actions. Accordingly he requests assistance to purchase a birthing pool for Mrs Micawber. The ladies in the Proctors' Office point out that, unless he is planning a very large family, he probably doesn't need to own one. Someone with an eye to developing University brand loyalty in the future humorously suggests that, if young Master - *Dominus* - Micawber were to be christened 'Illuminatio', as in the University's motto, maybe something could be done. These things, as St Paul said, are an allegory to show, if proof were needed, that there are some naïve young people out there. But I hasten to correct any impression that I am diminishing the real hardship that is experienced by some of our students. It almost goes without saying that by far the majority of the cases testified to study being conducted by scrimping and saving under great anxiety of mind, and with assistance from hard-pressed families and partners. It was no fun explaining to students, however brilliant - undergraduate and postgraduate - who ran into the sand partway through their course, with more than a year to go, that the University would in all probability regard their situation as unsustainable. This problem is not going to get easier. As Assessor, one sees a much greater variety of student distress than one tends to do within the microclimate of a college, and very troubling it is."

Now the time for us to demit office has come. Before doing so, we must record our gratitude to the indispensable Clerk to the Proctors. Some six years ago the demitting Senior Proctor reported that we needed a clone of Dr Gasser. I regret that little progress has been made toward that goal. The University owes much to Dr Gasser and his colleagues, not least for their efforts in keeping the Proctors and Assessor on the

straight and narrow during their year of office.

Our year has come full circle in temporal terms, but not so in space, for we began our tenure in the Convocation House and end it in the Sheldonian Theatre. While, to our knowledge, no meeting in the Convocation House has been interrupted by fire, concerns for the safety of the good number of colleagues who attend this ceremony have forced the move to our new setting. Lest we become too exercised by this break from tradition, it is worth remembering that by the date that this building was completed the office of Proctor had been functioning for over 400 years. The Convocation House is just three decades older than the Sheldonian Theatre, and we may be reasonably confident that there will have been mutterings about the move of the admission ceremony from St Mary's to that new setting centuries ago.

It has been an enormous privilege to serve the University over the past 12 months. As the Assessor returns to her manuscripts, the Junior Proctor to her laboratory and the Senior Proctor back to his work as a clinician, we thank the Vice-Chancellor and colleagues for their support, and we wish the incoming Proctors and Assessor every success - it will be a year like no other.

Proctorial Year 2012-13

Summary of Complaints Cases

During 2012-13, the Proctors received a total of 214 complaints for investigation under the provisions of Statute IX and the relevant Council Regulations, compared with 224 the previous year. In addition, they completed the investigation of a number of complaints carried over from the previous proctorial year.

In 4 of the new cases where the Proctors had prior involvement or other potential conflict of interest, the Vice-Chancellor appointed other members of Congregation to deal with the matter in their place. In summary (totals for previous year are given in brackets):

Taught-course examinations (undergraduate and postgraduate): 190 (197)

7 cases carried forward from 2011-12 were completed: 1 was upheld in part and the remaining 6 were dismissed.

Of the new cases, 56 involved a straightforward marks check and led to no further action being taken. The Proctors upheld, in whole or in part, a total of 51 complaints relating to new cases. 21 complaints remain under consideration.

Research student matters: 12 (12)

In 2 cases carried forward from the previous year, the complaints were dismissed. The Proctors dismissed 1 of the new complaints and discontinued their investigation of a second complaint because the department concerned was able to provide additional support for the student. 10 complaints remain under consideration.

Equal opportunities: 2 (0)

The Proctors upheld 1 complaint and provided redress. The investigation of the second complaint was discontinued because the complainant failed to provide evidence.

Harassment: 1 (2)

The complaint was deemed to be properly a police matter and was not investigated by the Proctors.

Maladministration: 5 (2)

In 1 case carried forward from 2011-12, the Proctors confirmed that maladministration had occurred; consideration is being given to the next steps. A second carried-forward complaint was dismissed. Of the new cases, 3 complaints were not upheld, 1 was referred for consideration elsewhere in the University, and 1 remains under investigation.

Quality of/access to teaching/learning/support facilities: 2 (2)

In a case carried forward from the previous year (and added to by the complainant), the Proctors found that the complaint was partially justified and provided appropriate redress. 1 completed case was referred for action at college/departmental level.

1 of the 2 new complaints was upheld, and redress was provided. The second new complaint remains under consideration. (Some of the examinations-related cases reported elsewhere include representations about matters such as teaching provision and quality of supervision.)

Suspension/rustication: 0 (3)

Student Union: 0 (1)

Other: 2 (4)

A complaint relating to a student publication was upheld and redress provided. The second complaint (involving the non-refund of a deposit paid by a student club) was settled by the parties concerned.

Total new complaints: 214, of which 58 (27%) were upheld in whole or in part, along with 3 complaints carried forward from the previous year: appropriate redress was provided in each case. 123 complaints (57.5%) were not upheld, were withdrawn, or required no further action, and 33 (15.5%) remain under consideration.

Summary of Disciplinary Cases

Information is provided below about the number of cases where disciplinary proceedings took place. Totals for previous year are given in brackets. Where students were accused of more than 1 breach of the regulations relating to the same incident, the case is reported under the most serious of the allegations. Information is also given about numbers of cases where investigations were carried out but no breach of regulations was alleged by the Proctors and about numbers of cases still under investigation.

BREACH OF STATUTE XI CODE OF DISCIPLINE

Forgery/falsification of University document and/or dishonest behaviour: 4 (2)

In 1 case carried forward from the previous proctorial year the Proctors decided to close their case file. A second file remains open.

In 4 new cases, the Proctors decided to close their files without invoking disciplinary proceedings.

In 1 case, the Proctors' Disciplinary Hearing decided that the appropriate penalty in the circumstances was that the student should receive a written warning about his/her behaviour.

In 2 cases the Proctors were satisfied that the case could be dealt with within the normal academic process.

2 cases are ongoing.

Misuse of property (Information Technology facilities): 0 (0)

Engaging in offensive behaviour or language: 2 (0)

In 1 case carried forward from previous proctorial years the matter has now been referred to the Student Disciplinary Panel.

In a further case carried forward from the previous proctorial year, arrangements were made within the department to facilitate completion without invoking disciplinary proceedings.

In 1 case the Proctors closed their file after the student concerned wrote a letter of apology.

1 case is ongoing.

Engaging in activities likely to cause injury or impair safety and/or disorderly behaviour: 3 (3)

In 1 case before the Student Disciplinary Panel, the student concerned was found not to have breached the regulations.

In 1 case, the Proctors' Disciplinary Hearing imposed a fine of £80 on a student who engaged in disorderly conduct.

In a further case, the Proctors' Disciplinary Hearing decided that the appropriate penalty in the circumstances of the case was that he/she should receive a written warning about his/her conduct.

Inciting or conspiring with other persons to engage in any of the conduct prohibited under the Code of Discipline: 1 (1)

In 1 case, where a student member incited or conspired with other persons, the Proctors' Disciplinary Hearing imposed a fine of £40 and the student was given a formal written warning.

Misappropriation of University property: 1 (0)

In 1 case carried forward from the previous proctorial year, the Proctors decided that the appropriate penalty in the circumstances of the case was that the student concerned should receive a written warning about his/her behaviour.

In 1 case, the Proctors decided that the case could be dealt with more appropriately as a welfare matter not a disciplinary one.

BREACH OF RULES COMMITTEE REGULATIONS

Behaviour after examinations: 19 (9)

The Student Disciplinary Panel considered 1 case and imposed a fine of £120.

The Proctors' Disciplinary Hearing considered 17 cases and imposed fines as follows: 17 x £80. In 1 particular case, the Panel also ordered the student member to pay a further sum of £16 by way of compensation.

In 1 case, where the student member has withdrawn from the University, the allegations remain on the file which has now been closed.

Immediate Fines: 37 (14)

37 Immediate Fines were imposed: 37 x £80. 1 student failed to pay the fine within the prescribed period specified in the regulations. The fine was subsequently paid but he/she remains indebted to the University and will not be permitted to graduate.

5 students appealed to the Student Disciplinary Panel against the imposition of an Immediate Fine. 3 students withdrew their appeals prior to the hearing. 1 student was out of time. In 1 case, the appeal was upheld and the Student Disciplinary Panel directed that the fine of £80 should be reimbursed.

BREACH OF THE PROCTORS' DISCIPLINARY REGULATIONS FOR UNIVERSITY EXAMINATIONS*Academic misconduct (including plagiarism):* 26 (18)

6 cases were carried forward from the previous proctorial year. The Proctors referred 1 case concerning a former student to the Registrar. In 2 cases, the Proctors concluded their investigation without allegations being brought against the students concerned. In 1 case, the Student Disciplinary Panel directed that the Examiners should award a mark of zero to the particular (plagiarised) work. The panel imposed a marks penalty and permitted the candidate to resubmit under specified conditions. 2 cases are ongoing.

In 1 case a student who appeared before the Student Disciplinary Panel in the previous proctorial year subsequently applied for but was refused leave to appeal against the decision of the Student Disciplinary Panel to expel him/her from the University.

In 2 cases, the Student Disciplinary Panel directed that the Examiners should award marks of zero to the particular (plagiarised) work. The candidates were permitted to re-submit particular work under specified conditions.

In 2 cases, the Student Disciplinary Panel directed that the Examiners should award the (plagiarised) work marks of zero which resulted in the candidates failing their examination. Both candidates were permitted to re-enter the examination under specified conditions and with a marks penalty.

In 1 case, the Student Disciplinary Panel directed that the Examiners should fail the (plagiarised) work, with the effect that the candidate failed the examination.

In 1 case, the Student Disciplinary Panel directed that the candidate was permitted to re-enter the examination under specified conditions.

In 4 cases, where the Proctors were satisfied that candidates had not intentionally or recklessly breached the Proctors' Disciplinary Regulations for University Examinations in respect of work which they submitted for examination, the Proctors decided that these cases could be dealt with more appropriately within the normal academic process.

In 2 cases, where the students had withdrawn from the University, the Proctors have closed the files without invoking disciplinary proceedings.

1 case has been referred to the Student Disciplinary Panel.

In 1 case, the Proctors concluded the investigation without allegations being brought against the student concerned.

12 cases are ongoing.

Unauthorised materials in an examination room: 9 (3)

In 1 case carried forward from the previous proctorial year, the Proctors' Disciplinary Hearing imposed a fine of £40 on a candidate who took a mobile phone into a University examination.

The Proctors' Disciplinary Hearing imposed fines of £50 on 2 candidates who took their mobile phones into University examinations. When 1 candidate failed to pay his/her fine in the manner and time prescribed in the regulations, the case was referred to the Student Disciplinary Panel and the fine was increased to £100.

In 4 further cases, the Proctors' Disciplinary Hearing imposed fines of £40 on candidates who took their mobile phones into a University examination.

The Proctors' Disciplinary Hearing imposed fines of £50 and £40 respectively on 2 candidates who took their revision notes into University examinations.

In 1 case, the Proctors decided that the appropriate penalty in the circumstances was that he/she should receive a written warning about his/her behaviour.

Library misuse: 1 (0)

The Proctors referred 1 case concerning a former student to the Registrar.

Damaging University property: 0 (0)

Total cases where breaches were alleged: 76 (53)

Cases remaining under investigation (this figure includes 2 cases brought forward from the previous proctorial year): 15 (7)

OTHER MATTERS

In 1 case, where a student member of the University was the subject of a police investigation, no proctorial action was taken because either no criminal charges were brought or charges were subsequently dropped.

In a further case, where a student member of the University declined to report the alleged incident to the police, no proctorial action was taken.

The Proctors dealt with 469 (309) new cases of students reported by libraries for non-payment of fines and/or non-return of books. Replacement costs recovered for non-returned books: £2,378.67; library fines imposed: £6,129.09. Total amount recovered: £8,507.76.