Safeguarding Academic Integrity within Student-Athlete Support Services

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Who We Are

ALEX ESCADA

- Learning Specialist/Tutor Coordinator

- At FSU since Jan. '22

- Previously at Maryland

- Works with Football, Women's Basketball, Men's & Women's Track and Field

CHARLIE HOGAN

- Assistant Athletics Director

- At FSU since June '12

- Prior stops at Louisiana Tech, Wyoming, UAB

- Academic Advisor for Men's Basketball

Acronyms to Note

- SAAS – Student-Athlete Academic Services

- CRLA – College Reading and Learning Association

- SA – Student-Athlete

- LTA – Lead Tutorial Assistant

- GF – Gradesfirst

- AHP – Academic Honor Policy

- FAR – Faculty Athletics Representative

Academic Misconduct Case at Florida State University

Herald-Tribune

'Rogue tutor' blamed in FSU case

ADAM EMERSON THE TAMPA TRIBUNE

Published 12:48 a.m. ET Dec. 22, 2007 | Updated 11:00 p.m. ET Dec. 21, 2007

View Comments

TALLAHASSEE -- A poorly administered online course and sloppy oversight of "one rogue tutor" combined to "contaminate" a class in which as many as 50 student-athletes may be penalized for cheating, Florida State University President T.K. Wetherell said Friday.

"No coaches were involved, and the student-athletes, who come from a number of sports, did not enroll in the course with the intent to do anything wrong," Wetherell said in a written statement. "However, a university-employed tutor provided inappropriate help on exams, without the request of the student-athletes in many cases."

Regardless, the student-athletes are "suffering the consequences" for accepting the answers, Wetherell said. The tutor, a graduate assistant, has since resigned, but FSU Provost Larry Abele would not say if he is still a student, citing federal privacy laws.

laws.

The New York Times

N.C.A.A. Penalizes Florida State for Academic Fraud

The Ledger

Tutor Responsible for FSU's Cheating

The Associated Press

Published 1:54 a.m. ET Dec. 22, 2007 | Updated 7:24 a.m. ET Dec. 22, 2007

View Comments

TALLAHASSEE | Florida State's president attributed an academic cheating scandal to a lack of oversight by athletic department officials, an inattentive faculty member and a rogue tutor.

Case Background

Involved **academic fraud** impacting **more than 60 student-athletes across 10 sports**.

Also Included:

- Impermissible **benefits**.
- Unethical **conduct by three former academic support services staff members**. Learning Specialist, Academic Advisor, & Tutor .

Failure **to monitor by the university**.

Violations that Occurred

During the 2006-07 academic year, the tutor arranged for 55 student-athletes to receive fraudulent academic credit when they provided student-athletes with answers to online exam questions or assisted them in correctly answering the online exam questions.
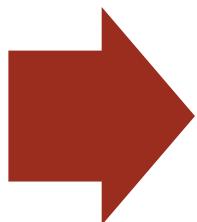
The former academic advisor instructed the tutor to provide answers to exam questions for student-athletes. The advisor also instructed at least seven track & field student-athletes to be present in either the computer lab or tutorial rooms at a time when they knew the tutor would be present. The advisor advised the student-athletes that the assistance the former tutor provided was permissible.

Violations that Occurred

The former learning specialist also provided impermissible assistance to at least three student-athletes by typing portions of papers assigned to them.

They also provided answers to an online quiz for a student-athlete. They did so by instructing a second student-athlete to complete the quiz on behalf of the student-athlete enrolled in the course.

61 student-athletes went through the NCAA's reinstatement process because of these violations.

The university believed that more student-athletes received improper assistance in the course, but concluded the evidence to substantiate this belief was circumstantial and inconclusive.

Penalties

Public reprimand and censure.

Four years of probation (March 6, 2009, to March 5, 2013).

Scholarship reductions in all sports involved.

Vacation of all wins in which the student-athletes in the sports of football, men's and women's basketball, men's and women's swimming, men's and women's track, men's golf, baseball and softball competed while ineligible during 2006 and 2007.

Show Cause for three former employees.

Educational Services

Educational Services Policies

-Quizzes and exams are not allowed to be completed anywhere in the academic center.

-All members of the SAAS staff are given observer access to student-athletes' course assignment names/grades/syllabi/submission dates.

-Student-athletes are not allowed to send staff members assignments to review/proofread before submission.

Tutoring/Mentoring Sessions

-All sessions are conducted in open tutoring rooms.

-Session reports are filed immediately following the session:
- What was worked on, topics covered, what the SA should continue doing on their own, how they can prepare for the next session.

-A daily file of session reports is created and reviewed by the educational services department.
- Advisors can run a report of session reports for each of their teams.

-Student-Athletes are not allowed to contact tutors/mentors outside of their sessions, and they never gain access to the session reports.

Tutoring/Mentoring Academic Integrity

- Tutors/Mentors chair labels.

- Tutors/Mentors are not allowed to touch any part of the computer the SA is working on.

- Written assignments may not be worked on during sessions.
  - General outlines can be created.

- Tutors/Mentors may not follow/interact with SA on social media.

- Tutors/Mentors may not contact the SA in any way outside of the academic center.

- All virtual sessions are automatically recorded and reviewed.

Florida State University
Student-Athlete Academic Services

Student-Athlete: Tutoring/Mentoring Program Responsibility Agreement Rules and Regulations

❑ A tutor/mentor is not allowed to draft or type your papers, complete your homework problems, quizzes or exams.
❑ A tutor/mentor is not allowed to proctor your exams/quizzes. Exams/quizzes should NEVER be taken at the Moore Center.
❑ A tutor/mentor is not allowed to contact your professors, TA's or coach.
❑ Communication between student-athlete and tutors/mentors is NOT ALLOWED outside of set appointment (i.e. texting, calling, emailing, GradesFirst and social media).
❑ Dating or any type of intimate relationship between a student-athlete and tutor/mentor is explicitly forbidden.
❑ Student-athletes are not allowed to receive money, gifts, food, rides, etc. from a tutor. Nor is the tutor/mentor allowed to receive comp tickets.

General Guidelines

❑ Tutoring & Mentoring is a privilege & should not be abused. Be respectful of your tutor.
❑ A "NO SHOW" to an appointment will result in $15.00 to be charged to your student account.
❑ Be prompt and on time for your scheduled appointment.
❑ It is the responsibility of the student-athlete to come prepared to a tutor/mentor session with specific questions, reading material completed and/or material to be reviewed.
❑ It is the student-athlete's responsibility to contact their advisor, by 5:00pm of the day before, about canceling an appointment.
❑ All appointments are scheduled for an hour & should last that long unless specified by your advisor.
❑ Missing appointments due to reasons other than personal emergency, illness or team travel without prior notice will result in a "NO SHOW".

Tutor/Mentor Name (First & Last): _____

Student: By signing below, you agree to abide by the above responsibilities:

Student-Athlete Name _____ Sport_____

Student-Athlete Signature_____ Date _____

Tutor Signature_____ Date _____

Appointment Day(s)/ Time(s) & Course: _____

- Mandatory orientation event each year
  - Covers FSU academic scandal, NCAA compliance, SAAS policies/procedures.

- Trainings throughout the year certified by the CRLA.

- Academic Integrity 'pop quizzes' given throughout the semester.

- "Tutor/Mentor Binders"
  - Includes a copy of tutor/mentor manual, signed manual forms, tutor/mentor + SA agreement form, feedback from observations.

- Syllabi collection binder for reference.

Academic Integrity Pop Quiz Example

1. You are in session with a student-athlete, they are confused on where to find the material you are looking for on their Canvas page. They ask you to take over the mouse so you can look for it, how do you proceed?

2. Your student is claiming that they can get help on their quizzes despite what the syllabus says. They claim their professor said it was alright in class. How do you proceed in your session?

3. Your student-athlete starts a quiz while in session with you after being reminded not to do so, what do you do next?

Lead Tutorial Assistants (LTA)

- Currently have four LTAs that serve as the first point of contact for tutors.

- LTAs monitor ongoing sessions for issues and answer any questions that arise.

- LTAs will take a lap around the floor three times per hour to peek in sessions.

Tutor/Mentor Observations

-Each employee is observed at least once per semester by a SAAS staff member.

- Tutors/Mentors will get to see their observation sheet.
- If there any immediate issues to address, they will be spoken with after their session.

-GF report checks are completed at least twice per semester

- Tutors/Mentors are graded on the quality of their report.

Observations

Florida State University
Student-Athlete Academic Services

SAAS Tutor Observation

Tutor: **Date:**
Subject: **Observer:**

Yes or No (Circle)

Adhered to all SAAS policies: Yes   No
Reviewed upcoming assignments: Yes   No
Checked Canvas for updates: Yes   No

Rate Using the Following Scale: Excellent, Good, Average, Poor

Patient with the student:

Explains course concepts:

Encourages independent thinking:

Active listening:

Promotes participation:

Respectful:

Knowledge of subject matter:

Professional:

Communicates Effectively:

Tutoring style and methods used (examples, rapport, questioning, etc.):

Tutor Strengths/Areas of Improvement:

Notes/Recommendations:

SAAS Tutor Departure Form

My signature below signifies the following:

- I am no longer employed with Student-Athlete Academic Services at Florida State University.
- I will no longer have contact with student-athletes at Florida State University.
- I will no longer provide assistance with course material to student-athletes at Florida State University.

Should a student-athlete from Florida State University receive academic assistance in any form from me, it is unrelated to the processes and procedures associated with the Student-Athlete Academic Services department.

_____

Print name

_____

Signature

_____

Date

Employee Departure

Tutoring Program Review

- Review of the program by the Academic Committee of the Florida State University Athletic Board in 2020.
  - Previous reviews completed in 2010, 2013, 2016
  - Members include Dean of Undergraduate Studies, FAR, SAAS Director, etc.

- An important part of this review examined academic integrity within the department.

- Also presented recommendations for the department after identifying potential weak spots.
  - All athletics staff members work with the FAR to review the report and discuss ways to ensure policies and procedures are established and clear
  - Use of tutor exit surveys be explored and undertaken to provide information useful for strengthening tutor recruitment and retention

Tutoring Program Review – Self Assessment

-In general, if you answer 'no' or 'don't know', it is recommended a closer look is taken:

1. Keeping Academic Affairs administration updated when changes occur to academic integrity policies and procedures.

2. Ensuring there exists a process to compare academic major distribution of athletes compared to the general student population.

3. Ensuring there is no influence by coaches or staff in the selection of SAAS academic staff.

Self-Evaluation and Implementation of New Policies

Yearly review of the Ed. Services Manual to better reflect changes within the department.

Meeting with tutors/mentors for feedback.

We have typically offered exit interviews, one on one meetings, optional feedback cards.

Tutoring program review within SAAS.

Working Groups.

Atlantic Coast Conference Tutor Coordinator Working Group.

ACC Working Group

- Founded in mid-2022 to discuss best practices within a tutoring department across similarly funded institutions.

- Zoom meeting held every other month, some of the topics that have been covered so far include:
  - How to train tutors
  - What is (im)permissible in session
  - Accountability and follow-up
  - Observations

Advising

Training and Policies

1. Annual Compliance Training

2. Monthly Staff Development

3. Advisors do not touch student course work.

4. Student work computers placed in each staff office. No student allowed on staff machine.

5. Limits on contacting instructors directly.

Institutional Partners

N4A Academic Integrity Assessment (AIA)

-External review of Knowledge/processes

-Launched in 2017

-FSU reviewed in Spring 2018

-Academics, compliance, registrar, faculty, academic affairs, coaches, student-athletes

Around 100 total responses to the survey

N4A Academic Integrity Assessment (AIA)

Positives– identified areas to clarify on processes

- Additional education provided for coaches

- Additional education added to student-athlete sessions

Limitations – snapshot in time, dated quickly due to staff turnover

Florida State Student Athletes' Grade Analysis Process

-Report reviewed for each academic term

-Reaction to 2007 academic scandal

Grade Analysis History

- Registrar already produced grade distribution reports for all courses as part of grade posting

- Registrar created first Student-Athlete Grade Review Report with input from the Provost

- Summer 2008 begin to develop data-driven identification measures which included:
  - Review of student with 2.500 GPA or lower
  - Courses in which student-athletes out performed non student-athletes
  - Chi-sq Analysis

Grade Review Committee

COMMITTEE MEMBERS

Provost

University Registrar

Assistant Vice President for Enrollment Management

Associate Dean/Senior Associate Athletics Director for Academics

Athletic Academic Sub-Committee Chair

Senior Associate Athletic Director for Compliance

Dean of Undergraduate Studies

Faculty Athletics Representative

Senior Associate Registrar

EX-OFFICIO MEMBERS

Assistant Athletics Director for Compliance

Associate Director Student-Athlete Academic Services

Associate Registrar

Timeline

Receive Grade Distribution and Chi-Sq Analysis when grades post → Pull list of students with 2.25 or lower cum GPA in prior term → Analyze Grade Distributions and Chi-sq – see which courses are "flagged" → Begin Transcript Reviews → Compile report and sent to committee → Student-Athlete Academic Services compiles responses → Committee meets; report and responses are presented

Grade Analysis Outcomes

-University Level
- - Identified courses lacking grading rigor
- - Identified specific online course issues

-Policy Changes
- - Independent Study Approval Process
- - Term review for clustering concern

Artificial Intelligence

Best Practices – AI

1. Educate all your Student-Athletes on the use of AI – what is (im)permissible.

2. If suspicious, investigate sources/citations for the assignment – most AI writing tools have a limited database that they draw information from.

3. Assign checkpoints for your Student-Athletes:
   1. Ex/Complete 1 page by Monday, 3 pages by Friday

4. Has your institution updated their academic integrity policy in response to AI? Or responded to the issue?

5. Be aware of new AI models that are emerging
   1. i.e. Bard (Google), Copilot (Microsoft)

INNOVATIONS

A professor accused his class of using ChatGPT, putting diplomas in jeopardy

AI-generated writing is almost impossible to detect and tensions erupting at a Texas university expose the difficulties facing educators

By Pranshu Verma

Updated May 18, 2023 at 2:19 p.m. EDT | Published May 18, 2023 at 6:00 a.m. EDT

WORLD

AI Hallucinates: Professor fails entire class after ChatGPT falsely tells him students used AI for essay

A University of Texas professor tried using ChatGPT to check if his students plagiarised an essay they were assigned. However, ChatGPT hallucinated and told the professor that they essays may have been written by an AI, which made him fail his entire class.

Professors are using ChatGPT detector tools to accuse students of cheating. But what if the software is wrong?

Kayla Jimenez
USA TODAY

Published 5:31 a.m. ET April 12, 2023 | Updated 1:09 p.m. ET April 13, 2023

Joshua Morgan Interview

JOSHUA MORGAN WORKS IN THE OFFICE OF FACULTY DEVELOPMENT AND ADVANCEMENT – SPECIFICALLY WORKING ON CONSULTATION, OUTREACH, AND TRAINING REGARDING ACADEMIC INTEGRITY
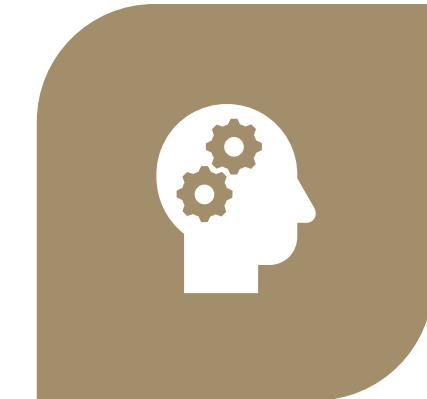
INTERVIEWED BY THE CENTER FOR THE ADVANCEMENT OF TEACHING REGARDING THE EMERGENCE OF CHATGPT AND OTHER AI TOOLS

Joshua Morgan Interview

- Speaking on the FSU academic integrity policy:
  - "we don't necessarily need to change ours because it is already so robust in terms of due process and in terms of operational definitions … broad enough to cover things such as unauthorized resources, which would very likely be relevant here"
  - "Faculty already have the option to set expectations in their syllabi, instructional handouts, and rubrics; mutual communication remains standard to clarify expectations proactively. Similarly, students cannot just assume that something is permissible"

- Speaking on using ChatGPT as a resource:
  - "The syllabus and the assessments can make it clear to what extent using AI is permissible and what kind of intellectual property-related parameters you're setting up for students: How do you cite it? What citation style?"

Identifying Vulnerabilities

Identifying Vulnerabilities – Ed. Services

-How aware are your tutors/mentors of academic integrity rules within your institution, and the NCAA?

- - Do they sign any forms acknowledging their awareness in these rules?

-Does your institution use Turnitin or iThenticate (or something similar)?

- - Does your department?
- - Do Student-Athletes have access to accounts of their own?

-Is a Student-Athlete's Learning Specialist reviewing written assignments before submission?

-Does any financial reward resulting from Alston v. NCAA include academic integrity as a stipulation?

Identifying Vulnerabilities – Advising

Do advisors have access to student passwords?

Are students working on coursework on staff computers?

Who does the office report to – campus or athletics?

How much influence are coaches allowed over advisor team assignments?

Limitations

-It is difficult to control what Student-Athletes are doing by themselves.

-Some Student-Athletes have NIL deals with AI companies promoting the product.

-Can't control what student-athletes are doing on their own.

-Can't control when a student-athlete is lying to you.

Questions?