



Lost Work Investigation Request Form

As an online school, the integrity of our system is vitally important to us, but as our system is built on the Moodle platform which has been adopted by more than 150,000 schools serving close to 200 million students worldwide, any possibility of the system losing students work has significant implications beyond Silicon Valley High School and has implications for the whole Moodle community. Here you will see statistics on the widespread adoption of Moodle:

<https://stats.moodle.org/>

Once you have submitted this form, the investigation process involves the following:

1. Review the logs of the student's interactions with the SVHS website. Every click the student makes when taking a Moodle course is recorded in the logs, together with the time, date and IP address.
2. Review the emails that are automatically triggered when the student submits an assignment or requests. These emails are independent from Moodle, so provide a secondary record of the student's activity.
3. The plagiarism service SVHS adopts provides a third level of independent records of the student's activity. When a student submits an assignment, it is checked by the plagiarism system and a score is generated. A score of 100% means all the content in the assignment has previously been submitted, and has been through the plagiarism check. If an assignment has been submitted, but somehow lost by the system, the third-party plagiarism checker will show a score of 100% when it is resubmitted.
4. Where the lost work involves video-conference activity, the video-recordings of these sessions are reviewed. All tutoring and language conversation sessions are recorded and archived.
5. There are multiple backups of the SVHS system taken each day. Where necessary, the backups and the associated logs are taken out of the archive and reviewed.

What course were you taking?

Which unit of the course?

What date and time was the lost work submitted?

Please describe the facts surrounding the work being submitted and lost:

- **I have read and understand the SVHS Lost Work Investigation process.**
- **I have read and understand the SVHS Lost Work Investigation policy (attached).**
- **I confirm the above facts and request a Lost Work Investigation Process to be undertaken by SVHS.**

Student	Parent/Guardian
Signature:	Signature:
Name:	Name:
Email Address:	Email Address:
Date:	Date:

If the lost work involves submitted assignments, please attach copies of emails received by the student confirming the submission together with a copy of the assignment that was submitted.

Policy: Extract from <https://svhs.co/policies/>

The following text, copied from our website, explains the SVHS Lost Work Investigation Policy:

Lost Work Investigation Policy

Any student claims that he/she has submitted work that was lost by the SVHS system will be taken seriously and thoroughly investigated. The following facts should be considered before initiating a Lost Work Investigation:

- The SVHS system deploys the [Moodle](#) learning management system, which has so far experienced more than 995 million course enrollments by more than 197 million students in more than 150,000 schools. Moodle does not have a track record of losing student work and any such “bug” would have a widespread impact on the Moodle community. The Moodle community consists of thousands of software developers, each with a keen interest in the integrity of the Moodle system.
- After serving thousands of students with tens of thousands of courses, no student work has ever found to have been lost by the SVHS system.
- When a student submits an assignment on the SVHS system, an email is sent to the teacher and to the student. This email trail represents a separate and independent record from the Moodle system.
- When a student submits an assignment on the SVHS system, it is processed by a third-party plagiarism company that checks if the assignment, or if any part of it, have been seen before. If an assignment has been submitted to the SVHS system once, when it is submitted for a second time, it will show a 100% plagiarism score. This third-party plagiarism system acts as an independent confirmation that an assignment has been submitted.
- The SVHS system logs all the activity of the student, recording the date and time the student performs any action in the system, together with the IP address and other information. This log file tracks when students take quizzes, submit assignments, take finals, and records this data against the student’s account.
- The SVHS system is backed up daily, and backups are retained indefinitely. The backups represent snapshots of all activity to date in the SVHS system, including logs and records of all student’s progress through all their courses.
- Video conference sessions, such as those used in the conversational language courses, are recorded and archived. We are able to review video sessions.

If you would like to initiate a Lost Work Investigation, please complete this form and submit the copies of the email messages the student received when submitting the lost assignment. Also, please provide us with copies of the lost assignments.

A Lost Work Investigation involves the following activities:

- Checking the student logs and grade books in the SVHS system.
- Checking the independent email records confirming the assignment was submitted.
- Checking the independent plagiarism system to verify that the assignment has been submitted previously. A 100% plagiarism score would indicate that the assignment has indeed been submitted previously, and will show which student originally submitted such assignment.
- Where necessary, reviewing the video conference session video recordings.
- Checking backup copies of the SVHS system to investigate if there are any differences or discrepancies that would indicate that data has been lost.
- Investigating the evidence provided by the student that work was submitted and subsequently lost and corroborating this evidence with the various records and systems.

If it is discovered that the student’s claim of lost work is unfounded, and the claim was made as a result of the student failing to complete the work, the filing of the Lost Work Investigation will be deemed unethical conduct triggering the unethical conduct policy.

Unethical Conduct Policy

SVHS will suspend a student that has been found, by a preponderance of the evidence, to have acted unethically and SVHS will not provide a transcript or course credits for such a student.

Examples of unethical conduct include, but are not limited to the following:

- Making false claims to have completed coursework that was never completed.
- Making false claims to have attended video conference sessions when video recordings of the sessions and or other evidence proves otherwise.
- Making false claims about teachers, staff or other students.
- Submitting work that was copied from another student, or elsewhere, and falsely claiming it **as your own**.