HOW TO PURSUE A CHEGG INVESTIGATION

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Chegg Background

- Discounted textbook vendor.
- Tutoring site. Chegg Study costs $14.95/month. Accounts are shareable.
- “Everything is figureoutable.”
  - [https://www.chegg.com/](https://www.chegg.com/)
  - 24/7 help.
  - Get solutions quickly.
- Free semester with Sallie Mae loan.
- Contract with Pearson.
- General boundaries of what’s allowable “help” for students.
- Drawbacks: incorrect solutions and copyright violations.
Investigation Procedure

- Chegg will cooperate with requests from:
  - Office of the Dean
  - “Body in charge of handling matters of academic integrity at your university or institution.”
- Need links to posted questions.
- Can use form or email directly. ([https://www.chegg.com/honorcode/investigation-request](https://www.chegg.com/honorcode/investigation-request))
- Letter must be on university letterhead with signature.
- Response time is quick: 3-4 days, but typically 24 hours.
- Receive automated response and then results.
What Information to Request


1. Remove the questions and answers.
2. Provide name(s) and IP addresses of the person(s) who posted questions.
3. Provide the name(s) and IP addresses of the person(s) who accessed the answers.
4. Provide the time stamps of when answers were accessed.
5. Include a copy of the submitted work and posted solutions.
Reading Results

- Excel sheet.
- Asker details and Viewer details.
- Time stamps in Pacific time.
- Can see what students posted/viewed which answers and when.
- E-mail information and IP addresses.
- Sample findings.
- Begin AI process with information.
Additional Tips for Faculty

• Intellectual property concerns.
• [https://www.chegg.com/copyright/takedown-request](https://www.chegg.com/copyright/takedown-request)
• Language in syllabus.
• Consistent searching for Chegg uploads.
• Chegg response:
  • Refusal to require university email.
  • Blocking questions during exam time if provided in advance.
DISCUSSION AND QUESTIONS?