



Title Name
Position
Organisation
Address (email or postal)

Dear <<Title>> <<Last name>>

Protecting Academic Integrity: Concerns about Chegg.com

You will be aware that academic integrity has been a primary concern for TEQSA and the subject of a program of work aimed at supporting higher education institutions to uphold the integrity of their awards.

Concerns about the increasing availability of academic cheating services culminated in the Prohibiting Academic Cheating Services Bill 2019 being passed in August 2020, making it an offence for any person to provide or advertise commercial academic cheating services relating to the delivery of Australian higher education. The amendments to the TEQSA Act allow TEQSA to apply to the Federal Court for an injunction requiring a carriage service provider to take such steps as the Court considers reasonable to disable access to an online location that contravenes, or facilitates a contravention of, the new provisions.

Since the amendments came into effect, TEQSA has received numerous concerns from higher education providers that the online platform Chegg.com facilitates contraventions of the provisions of the TEQSA Act which prohibit providing, offering to provide or arranging for a third person to provide academic cheating services. The complaints that TEQSA has received have primarily related to Chegg's 'Expert Q&A' function that allows subscribers to post questions and receive worked solutions to those questions.

TEQSA is concerned that these functions may be used by Australian students to receive solutions to assessment tasks that they are required to personally undertake. We are interested in understanding the extent to which this concern is shared by higher education providers in Australia and would be grateful for your advice of any concerns and if so any examples of Chegg's services being used in this way. TEQSA is considering options to address any concerns, and we would also be interested in your views about options to address such concerns.

Any information you would like to share with TEQSA can be forwarded to concerns@teqsa.gov.au. If you would like to arrange a meeting to discuss this, or any other aspect of TEQSA's work on academic integrity, I invite you to contact Dr Helen Gniel, Director, Higher Education Integrity Unit by emailing integrityunit@teqsa.gov.au.

We look forward to continuing our partnership in this challenging area. To continue our support for the sector, TEQSA recently launched an online masterclass to deter and detect contract cheating. The [free course, consisting of 8 modules](#), has been developed by Australia's leading researchers and practitioners and is available to all employees of Australian higher education institutions. I invite you to encourage staff in your institution to learn more about the modules by visiting teqsa.gov.au/detectionmasterclass.

Yours sincerely,

Professor Peter Coaldrake AO
Chief Commissioner
5 May 2023