

Doughty, Charlotte

From: Maggie.O-Brien@warwick.ac.uk
Sent: 05 December 2023 09:01
To: O'Brien, Maggie
Cc: Kirk, Becca; Doughty, Charlotte; Lowe, Daniel; Twigg-Flesner, Christian
Subject: URGENT MESSAGE - Tabula Marks Problem/Intermediate years

Categories: Law - Student Email Archive

Dear Intermediate Year Student

Many of you contacted us yesterday to tell us your marks had varied substantially from those you were given in March. After a very long wait for your marks, I can only guess at your feelings on seeing this. I realise this caused many of you a great deal of distress given a number of marks had dropped to zero.

It is in fact a system issue. Without going into too much detail, a bug in Tabula caused a number of marks to be zeroed and others to be pulled through to your record incorrectly. We believe that most of the marks visible to you yesterday are not correct. This bug relates only to the way the system pulls your marks through to display them to you, it does not affect the mark that has been given to you and added to your transcript.

This is not an issue we can fix immediately so we are now reverting all your marks to provisional prior to the examination board. This means you will not be able to see them, but your (correct) marks have not disappeared. Your correct marks are recorded on the system and will be released again, after the Examination Board on 12 December 2023.

We will be checking every mark before them to make sure they are correct and accurate before this release. As our systems have let us down, we will have to do this manually so we must ask yet again for your patience while we try to unravel the problem with our IT. I appreciate we have tested your patience substantially this year and I can only apologise for yet another delay to you receiving your marks and feedback.

Marks do on occasions get reduced at moderation, but those changes tend to be more marginal. Variations of this magnitude should not be expected, and it was really helpful to have the matter raised so quickly by members of the student body. Thank you to those students who brought the matter to our attention, it meant we could at least let other students know we were aware of the problem.

I will keep you updated if there is any change to this timetable for release. If you have any further questions, please email law.dugs@warwick.ac.uk and I will respond as quickly as possible.

Best wishes Maggie.

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