

## Michigan Tech Office of Academic and Community Conduct Faculty Guide to Chegg

### About Chegg

Chegg.com is a website intended to support students' understanding of course material. The site explicitly states that users "may not use any of the solutions, answers, materials or information available on or through the Services, to cheat. Examples include:

1. Submitting any textbook solutions from the Services as your own to any class.
2. Using our questions and answers service to complete tests or homework when instructed not to use outside help.
3. Otherwise passing along any solutions, answers, materials or information from the Services as your own.
4. Any other violation of your instructor's or school's academic honor code." ([Chegg Terms of Use](#))

The use of Chegg to get answers to exam questions during the exam is one of the most common ways students are cheating in courses taught online. Students usually take a photo or screenshot of the question, upload it to Chegg, wait for a 'Chegg Expert' to provide an answer, and then copy it into their exam. Sometimes students will slightly rephrase answers. Usually many students will look at and copy the same answers. If we send Chegg a list of URLs of course material uploaded without authorization, Chegg will send us a report with information about the students who uploaded the questions and students who viewed the answers. It's a lot easier to hold students accountable for using Chegg when we get this report from Chegg. After we contact Chegg, they notify the student that their account is being cancelled. Unfortunately, the student can simply sign up with a different email account.

### Other Contract Cheating Sites

There are many sites that provide answers for a fee. But unlike Chegg, they often market themselves as sites for cheaters. At least Chegg has an [honor code](#) related to academic integrity. To our knowledge, only Chegg will tell us information about who posted and viewed the information. Here are a few other sites:

- [bartleby](#) – "Homework Done Right. Homework Done Fast"
- [EduBirdie](#) – "High Quality Custom Essay Writing Service"
- [HomeworkMarket](#) – "Your Homework Helper"
- [Socratic](#) – "Get unstuck. Learn better. Take a photo of your homework question and get answers . . ."
- [Studypool](#) – "Home of Best Tutors. Get help with homework questions from verified tutors . . ."

[Course Hero](#) is a site widely used by students, but it wasn't a contract cheating site until recently. They now have a 'tutoring' service where students can get answers for a fee. It used to be that Course Hero was just a repository of student work. For this service, students can upload their own work (papers, labs, exams, etc.) and then freely access other students' work. Students use it widely to study for exams or complete assignments. But they also use it to plagiarize.

Course Hero will give instructors complimentary full access so you can search for your content that was uploaded without authorization. Email [DMCA@coursehero.com](mailto:DMCA@coursehero.com) and include your educator credentials along with any other information that identifies you as an instructor at Michigan Tech.

Because it is a violation to upload course materials without an instructor's permission, we can require the student who posted it to remove it. See the end of this guide for information on how to submit a report to OACC. You can also [ask Course Hero to remove the content](#).

### **Finding Your Exam or Assignment Questions on Chegg**

If you type a question or portion of a question into a Google search and it's posted on Chegg, it will likely pop up in the search results. You can also use the search bar on the Chegg site. If you use quotation marks around your question or portion of a question, it will produce a list of exact matches.

You'll be able to see if a question is posted, but you have to pay for an account to see answers. Our office has an account for this purpose, as do a few academic departments. If a department has an account, a staff person may be designated to look up questions and answers for their instructors. See a sample question and answer that was posted on Chegg at the end of this guide.

Note that when you see a question and answer posted on Chegg, you should look at the bottom of the page for the section "Questions viewed by other students." There you will often find that other students posted the same question or questions from the same exam/assignment. If you list all those URLs, then we can get all the questions removed and follow-up with the students who posted and probably copied the answers.

### **Asking Chegg to Remove Content and Send Us a Report**

Once you believe you've found all your course material posted on Chegg, send a list of the URLs to [studentconduct@mtu.edu](mailto:studentconduct@mtu.edu). We will submit the list of URLs to Chegg. Per Chegg policies, the letter must come from our office. Chegg will email OACC (and copy you) to tell us that the content on the URLs has been removed. Then, usually a few days later, they'll send us an Excel spreadsheet with information about the students who uploaded questions and/or viewed answers.

### **Chegg Reports**

Chegg will send us a report that includes information on students who uploaded the questions and students who either used their mtu.edu email address or listed Michigan Tech as their institution. Some students who viewed the answers and used their personal email accounts may not be listed. The reports usually have enough information to identify some, but not all, of the listed students. The reports will include two tabs, Asker Details and Viewer Details.

The Asker Details tab will include the following information:

Question ID	ID number Chegg assigned to that question
Question Date	date and time the student uploaded the question
Answer Date	date and time the question was answered
Asker User ID	Chegg ID number assigned to the student
Asker First Name	first name the student provided to Chegg (often blank or a pseudonym)
Asker Last Name	last name the student provided to Chegg (often blank or a pseudonym)
Asker Email ID	email address the student provided to Chegg (sometimes blank)
IP Address	IP address student used when they uploaded the question (sometimes blank)
Asker School Name	school name the student provided (often blank or the student's prior institution)
Question	the question the student posted
Answer	the answer a 'Chegg Expert' provided

The Viewer Details tab will include the following information:

View Date	date and time the student viewed the answer
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Viewer User ID	Chegg ID number assigned to the student
Question ID	ID number Chegg assigned to that question
First Name	first name the student provided to Chegg (often blank or a pseudonym)
Last Name	last name the student provided to Chegg (often blank or a pseudonym)
Viewer Email ID	email address the student provided to Chegg (sometimes blank)
Viewer IP Address	IP address student used when they viewed the answer (sometimes blank)
School Name	school name the student provided (often blank or the student's prior institution)

### **Identifying Students Listed on the Chegg Report**

If a student provides their actual name and/or their mtu.edu email address, we can easily identify them. With a class roster, we can often identify some students because their personal email address often has portions of their name. But some students are becoming very savvy and successful at avoiding detection.

Another approach is to match the IP address on the Chegg report to the IP address of the device they used to upload their submission to Canvas or Gradescope. When students complete an assignment on Canvas or upload their work through Gradescope, the IP address of the device they used to do that is recorded by Canvas or Gradescope. If they used the same device to go to Chegg, or two devices using the same wifi, the IP addresses will match. If they used two devices connected to different wifi, or if one device is connected to wifi and the other is connected to cell phone service, their IP addresses will not match but may be close.

If the student listed their prior institution as the school name, we can ask the Admissions and/or Registrar's Office for the names of the students in your course who attended that institution prior to Michigan Tech.

To avoid detection, a student may use the Chegg account of a friend who is not enrolled in the course. When we find an IP address a student used to upload their exam that matches the IP address which was used to look up answers on Chegg, we can use other data to see if they are likely friends.

- Did they live close to each other on campus?
- Have they taken many courses together, especially if they are in different majors?
- Do they belong to the same student organization?

We are maintaining a master list of the email addresses and IP addresses students have used on Chegg. It is helping us to identify students who are using Chegg in multiple courses.

If none of these strategies work, we can ask a staff member in IT Security to assist us in identifying students. Because it can be a time-consuming process, we are only asking them to do so when it appears that a student is cheating extensively, such as in multiple courses.

Sometimes the word 'null' will appear in all cells that usually have information about the student. According to Chegg, "GDPR/null refers to a privacy regulation, and its appearance in a report indicates that we no longer have the user's information because they submitted a request for data deletion. We comply with all privacy laws, including those requiring deletion of a user's data upon their request."

### **Requesting IP Addresses from Gradescope**

If students took an exam or submitted an assignment on Gradescope, you can ask for a list of the students and the IP addresses they used to upload their work. You'll need the quiz or assignment ID. It's the number that appears in the URL after 'assignments'. For example, '.../assignments/\*\*\*\*\*/....' Below is sample email text you can send to Gradescope ([help@gradescope.com](mailto:help@gradescope.com)) to get the list of IP addresses.

Dear Gradescope Support,

I am an instructor for \_\_\_\_\_ at Michigan Tech. It has come to my attention that students have posted questions and/or viewed answers on Chegg, a violation of the Academic Integrity Policy. Michigan Tech's Office of Academic and Community Conduct is working with Chegg to discover which students are involved. However, some students have used pseudonyms and personal emails to make it difficult to identify them. I am requesting a list of the IP addresses students used when they submitted their assignment so we can compare them to the IP addresses in the Chegg report. Please copy the Office of Academic and Community Conduct ([studentconduct@mtu.edu](mailto:studentconduct@mtu.edu)). The assignment is: [https://www.gradescope.com/courses/141888/assignments/\\*\\*\\*\\*\\*/submissions](https://www.gradescope.com/courses/141888/assignments/*****/submissions)

### Getting IP Addresses From Canvas

If students took an exam or submitted an assignment on Canvas, you need to submit a request to the Center for Teaching and Learning ([clearning@mtu.edu](mailto:clearning@mtu.edu), 906-487-3000). You'll need the quiz or assignment ID. It's the number at the end of the URL when you click onto the quiz/assignment. For example, <[https://canvas.mtu.edu/courses/504409/quizzes/\\*\\*\\*\\*](https://canvas.mtu.edu/courses/504409/quizzes/****)> (\* indicates ID number).

### Date & Time a Student Viewed an Answer

Uploading course materials to a website without the instructor's permission is a violation regardless of when it happened. Looking at an answer online may or may not be a violation. If it was an exam, they probably weren't permitted to look at Chegg during the exam. But looking at an answer on Chegg before or after the exam is probably not a violation unless it was on a homework assignment. To determine the date and time a student viewed an answer, look at the first column (View Date) on the Viewer Details tab.

### Determining If a Student Copied an Answer

To determine if a student copied an answer, look at the third column (Question ID) of the Viewer Details tab. Then find that question ID on the Asker Details tab. If you double-click in the cell for that question in the Question column, you will see the question that was posted on Chegg. Double-click on the cell in the Answer column and you will find one or more URLs imbedded in the text.

Question ID	Question Date	Answer Date	Asker User ID	Asker First Name	Asker Last Name	Asker Email ID
30363888	07/22/2018 07:21 PM	07/22/2018 10:08 PM	70698293			cheggcheater@yahoo.com

Asker IP Address	Asker School Name	Question	Answer
76.20.47.157	UC Davis	<p>Suppose we have two polarizers	<p><img alt=""

For example, for question ID 30363888, the cell under the answer column has this content:

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<p></p>n
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The URLs will start with "https" and end with ".png" If you copy the URL and paste it into a browser, you will see an image of the answer that was posted to Chegg and can compare it to the student's answer.

### **Filing a Formal Report with OACC**

For each student suspected of misconduct, we need you to fill out an [online report](#) and submit it to our office. Fill in the form and upload related documents. If a group of students are suspected of the same type of misconduct on the same assignment(s), you can submit one report.

We need any related documents, such as the student's exam/assignment, a syllabus or other documented instructions, and any additional evidence. If you believe the student copied, we'll need an explanation of the evidence, copies of the student's exam answers and the answers that were posted on Chegg. Be sure to tell us if the answers are wrong in unusual or suspicious ways. The clearer you can make the case in the report, the more likely it is that a responsible student will admit it when they meet with one of us.

After you submit the report, it goes into our database. We will assign the case to a Conduct Officer and ask the student to meet with us. After the Conduct Officer meets with the student, they will contact you to share the student's response, if the student admitted to misconduct, and discuss possible sanction and educational condition(s). If you would like the incident to only be documented in our database, and the student to be addressed informally, you may also request this at the time the Conduct Officer contacts you.

### **An Idea to Thwart Chegg Cheating**

A math instructor came up with an idea to thwart Chegg cheating – divide the exam into two parts. This will significantly reduce the likelihood that a student will get an answer before the exam is over. In Biology for example, 68% of the posted questions were answered within an hour, but only 38% were answered within 24 minutes. In Math, only 14% of the questions were answered within 24 minutes.

% of questions answered in	Physics	Math	Economics	Biology	Chemistry	Agricultura l & Resource Economics	Statistics
less than 24 minutes	33	14	30	38	23	30	19
24 minutes - 1 hour	30	30	20	30	33	31	33
1 - 2 hours	21	18	5	10	16	13	9
more than 2 hours	16	38	45	22	28	26	39

Identifying the students who are using Chegg and other online cheating sites is labor intensive. Making it difficult to use may make it less likely that students will be successful in using Chegg or other similar sites.

### **Chegg's Honor Shield Program**

Chegg is offering "a new program, Honor Shield, which allows faculty to submit exam questions to the site in advance so they can be blocked during designated exam periods." ([A Spike in Cheating Since the Move to Remote?](#)) According to Chegg. "the proctoring tool, Honor Shield, is meant to do the following:

1. Block any existing answers that match questions from your exam during the duration of your exam, which you determine at the time of upload from 1-6 hours.
2. Delay the answering of any questions that are posted by a student that match your exam questions until the exam expires.

So, if you share your exam questions with Chegg, they will block the questions from being posted for up to six hours. But, if a student posts the questions, they will permit the uploads after that time frame and the

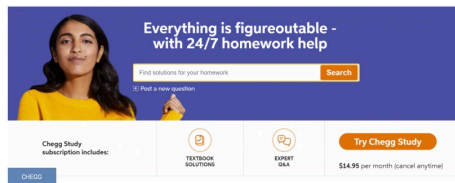
questions will remain posted unless we find the questions and ask them to take the questions down. More information is available on [Chegg's faculty resources FAQ page](#).

### Three Recent Articles on Students Using Chegg to Cheat



#### [This \\$12 Billion Company Is Getting Rich Off Students Cheating Their Way Through Covid](#)

Meet superspreader Chegg, which has become the most valuable ed-tech company in America by connecting college students to test answers on demand.



#### [A Spike in Cheating Since the Move to Remote?](#)

The number of questions asked and answered on the “homework help” website Chegg has skyrocketed since classes migrated online due to the pandemic, an increase that authors of a new study published in the *International Journal for Educational Integrity* link to a likely increase in cheating. [Contract cheating by STEM students through a file sharing website: a Covid-19 pandemic perspective](#)

ORIGINAL ARTICLE Open Access

Contract cheating by STEM students through a file sharing website: a Covid-19 pandemic perspective



Thomas Lancaster and Codrin Cotarlan

Students are using file sharing sites to breach academic integrity in light of the Covid-19 pandemic. This paper analyses the use of one such site, Chegg, which offers “homework help” and other academic services to students.

### Nurturing Academic Integrity in your Students

Prevention truly is the best medicine with respect to student misconduct. Assessment-related practices that reduce cheating include:

- discussing academic integrity and Michigan Tech’s [Academic Integrity Policy](#) with students,
- providing clear guidelines on which resources are and are not allowed to complete an assignment,
- explicitly prohibiting the use of Chegg, other online answer sites, and other forms of contract cheating, and
- having students sign an affirmation that they will complete the work on their own.

**Sample Question and Answer Posted on Chegg**


[Textbook Solutions](#)
[Expert Q&A](#)
[Study Pack](#)
[Practice <sup>NEW!</sup>](#)

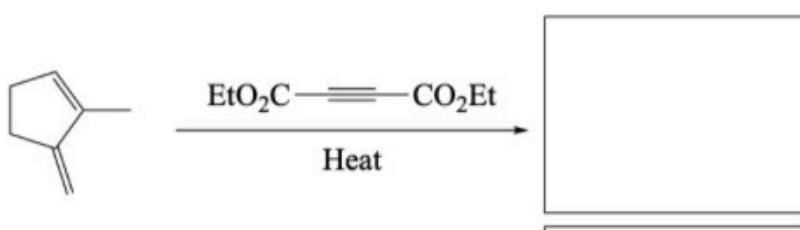
Find solutions for your homework

Search

home / study / science / chemistry / chemistry questions and answers / eto2c co2et heat

**Question: EtO<sub>2</sub>C CO<sub>2</sub>Et Heat**


[See this question in the app](#)

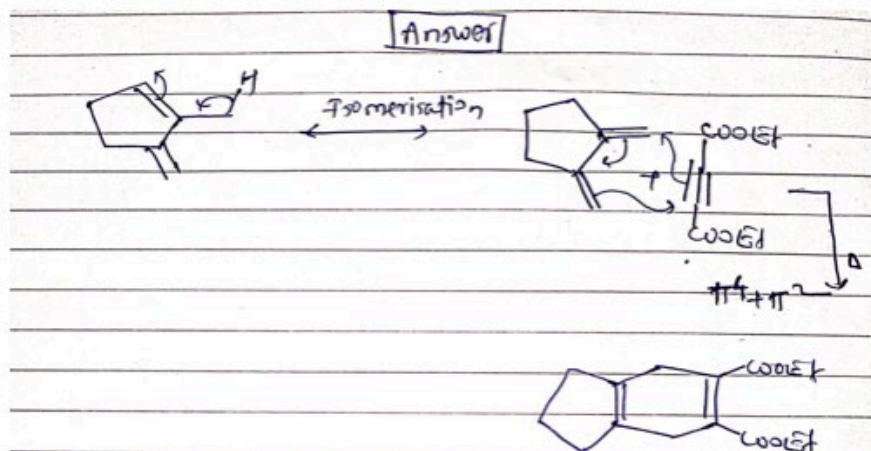


Show transcribed image text

**Expert Answer** ⓘ

Anonymous answered this  
367 answers

Was this answer helpful?



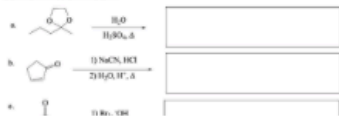
It is a π<sub>4</sub>+π<sub>2</sub> cycloaddition reaction. In this reaction electron rich species i.e diene are react with electron deficient species i.e dienophile.

Trans diene are not undergoes Diels-Alder reaction. Hence, they are converted into cisoid form by isomerisation.

## Up next for you in Chemistry

2. (20 pts) Provide the structure (s) of ALL the expected major organic product(s). Unless mention...

2. (20 Pts) Provide the structure (s) of ALL the expected major organic product(s). Unless mentioned otherwise, you can assume that all reagents are present in one flask. Show stereochemistry where needed and write N/A if there is no reaction.



[See answer](#)

4) (35 Pts) Show how you would efficiently make the following transformations in high yield. Provide the rea...

4) (35 Pts) Show how you would efficiently make the following transformations in high yield. Provide the reagents for each reaction step and show all resulting products for each step.



[See answer](#)

See more questions for subjects you study

## Questions viewed by other students

Q: predict the product

A: [See answer](#)

Q: 7. What is the major product of the following reaction? CO<sub>2</sub>Et heat CO<sub>2</sub>Et CO<sub>2</sub>Et CO<sub>2</sub>Et CO<sub>2</sub>Et

A: [See answer](#)

[Show more](#) ▼

\* THIS GUIDE HAS BEEN ADAPTED WITH PERMISSION FROM UC DAVIS INSTRUCTOR'S GUIDE TO CHEGG 2021-03-15.