Understanding the Causes and Consequences of Missing Marks in Kenyan Universities

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Abstract

Missing marks is a prevalent issue in Kenyan universities that has significant implications for both students and the institutions. Missing marks occur when grades or scores for a student's coursework or exam are not recorded or are lost, leading to confusion and frustration for both the student and the university. The consequences of missing marks are significant, including delays in graduation, academic penalties, financial implications, and damage to the university's reputation. Given the importance of accurate grading in ensuring academic integrity and fairness, it is essential to explore the causes and consequences of missing marks and to identify measures to prevent and address them effectively. This study aimed to investigate the causes and consequences of missing marks in Kenyan universities and to provide recommendations for policy and practice. The study used a qualitative research design and conducted focus group discussions with university students and examination officers. Purposive sampling was used to select participants, and data was collected through audio recording and transcription of the Interviews and FGDs conducted. Thematic analysis was used to analyze the data, and ethical considerations were observed throughout the study. The findings revealed that common causes of missing marks include administrative errors, technical issues, and academic misconduct. The study recommends that universities should implement measures to prevent missing marks and adopt best practices for addressing missing marks when they occur. The findings of this study contribute to the existing knowledge on missing marks in Kenyan universities and provide insights for policy and practice.

Key Words: Missing marks, academic integrity, academic misconduct, administrative errors, technical issues, consequences.