Dear College van Bestuur, Dear Geert, Karen & Jan

This letter does not need an introduction, as we are all aware of the events that took place on October 20th, the second day of the exam week. The CSR writes this letter to give our unsolicited advice, in response to the login malfunctions during the exams, that resulted in thousands of students not being able to take the exam, and how to proceed with the students having to retake the exams. While we understand that the planning of the exams is usually a decentral affair, it affected students across all faculties. Therefore, we believe there should be a central guideline on how to proceed. Regarding this guideline, we make the following recommendations.

Firstly, regarding the students who had an exam planned yesterday, and were unable to take this exam due to the technical malfunction. We are happy to hear that new exams will be planned. However, some concerns arose with the announcement that these exams would be planned, about having to take exams during regular lecture weeks, and the extra added pressure for students when they have to keep up the courses they are following as well as study for the exam. Therefore, the CSR advices that any newly planned exams should, where possible, be substituted with a take-home exam, so students are able to combine the courses for block 2 with the exam they were unable to make.

Alternatively, if the course cannot provide a take-home exam, the date for the new exam should be announced at least 14 days before the exam takes place.

If the exam takes place during a lecture week, lecturers should be lenient towards the students who have to take the exam during that week, by providing leniency in regard to attendance, and deadlines for non-graded assignments.

Secondly, the students who had an exam planned yesterday and were able to finish the exam should still receive valid results and get graded. Together with all affected students, this group of students should be able to participate in both the second chance and the following third chance resit for the respective course.

Thirdly, any students who have received a take-home exam, who were unable to log into Canvas for the duration of half a workday, should receive an extended deadline by the duration of half a day, to
compensate for time lost. The added duration should not include hours during the night (between midnight and 8 AM).

Lastly, a question; since ICTS was not able to find the problem that caused the malfunctioning, is there any assurance that this can be prevented in the future or can any safeguards be put in place?

The CSR looks forward to your response and hopes to be able to find a solution for everyone involved.

Met vriendelijke groet,

Nina Hol
Voorzitter CSR 20/21