



Open letter regarding the new enrolment protocol

Dear Executive Board and University Council,

This academic year saw the introduction of a uniform enrolment protocol for exams for the first time. After a turbulent exam period, we believe it is time to put things in order. The new semester, and with it the exam week, is fast approaching. As the Faculty Council of the Faculty of Governance and Global Affairs (FGGA), we wish to seize this opportunity to call on the university to revise its enrolment protocol.

First, back to its original purpose. The enrolment protocol has been revamped in terms of harmonisation and efficiency. Harmonisation, so that students from all faculties register in the same way and according to the same rules. Efficiency, so that the correct exam room capacity can be hired. The idea is that when students register for a course, they also register for their exam. Later, they must confirm their attendance in MyStudyMap. This would allow a more accurate estimation of how many students are taking an exam for a particular subject.

Yet the exact opposite of harmonisation and efficiency has been achieved. Instead of treating all students equally, students have become the victims of arbitrariness. Whilst in some exams the university was accommodating, in others, students were sent home. There were also big differences between faculties. Students who did not confirm their attendance, for whatever reason, were excluded from the exam. This is especially harsh during resits, as it sometimes prevents students from passing their binding study advice (BSA), or causes study delays. The fact that other faculties acted differently, or less strictly, makes this even worse.

Moreover, the system is not at all efficient. There has been an extreme increase in workload at the Education Service Centre (OSC) and among study advisers, coordinators and examination boards. On the one hand, they have complaining students and teachers to contend with, whilst on the other, they must implement the policy. This balance makes their work virtually impossible. Teachers are also facing a higher workload, as they have to produce a third exam for students who have been excluded. There are certainly benefits to MyStudyMap and registering for exams, and we would like to retain those benefits, but at the moment, too many things are going wrong.

The above consequences are too great for a system that has not been tested properly, where too much is going wrong and where it remains unclear to students exactly what is expected of them. Despite all the communication and dedication of staff, the enrolment protocol has led to a great deal of chaos and stress. A negative atmosphere has arisen, setting students, teachers and the OSC against each other. We need to ask ourselves, what is the enrolment protocol worth to us? Sending away students who are motivated to take the exam is not in line with our university values. And a solution needs to be found.

This letter is addressed to all staff, teachers and students of the faculty FGGA concerned, and in particular to the University Council and the Executive Board. We wish to urge you to revise the registration protocol to ensure that the next block of students are not treated



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unfairly or suffer study delays due to a failing system. In Public Administration, we learn that policies can be perfect on paper, but if the benefits do not outweigh the costs in practice, it is time to go back to the drawing board. We hope that Leiden University will be brave enough to do so.

Kind regards,

The FGGA faculty council