

Dec. 14, 2020

Hello to all. I'm writing today to congratulate you on the successful completion of the Fall exam period, and to thank you for your patience and understanding as we adapted our exam administration process to accommodate a semester like none before it.

Over the previous two weeks, we administered 1743 individual exams for 51 courses. Of these, approximately 40 percent were proctored using the Proctortrack service, while the remainder were self-proctored.

We received and responded to calls for support in a timely fashion, and were able to help each person who reached out get underway or resume work as necessary. Each exam was completed and uploaded successfully. Despite our geographical distance and the introduction of new exam tools, new factors which did necessitate additional training and guidance, we are happy to report that we saw no significant increase in technical issues compared with previous semesters.

Nevertheless, we understand that the additional complication of exams conducted in this fashion does add to the already-stressful, traditional exam process. We look forward to making improvements and refining this process. Each year, the exam administration team meets to review the full exam operation, to apply lessons learned, and to update procedures for the following year. We will meet in the coming weeks to review this most recent period, and will be assessing the observations we have made -- and, crucially, the many suggestions and the feedback we have received from you -- to help guide improvements.

Once again, thank you for your help in making this a successful exam period. I wish you all a terrific break and look forward to working with you again in the Spring semester.

Warm regards,

Joel Whitney G'20

Director of Information Technology