Important Information Update: Examination Form Nov-Dec 2021

Dear Students,

Greetings from the Dean Examinations!

As mentioned earlier, we are moving to a new portal and the student's life cycle will be available to all of you throughout your stay in the University.

Moving to a new system is a huge task and a dedicated team is working day and night to resolve all the issues of the students.

Based on the queries we received from the students through Nodal Officers, we had organized a meeting of all the Principals and Nodal Officers of the colleges and explained to them about the process of correction and resolution of students' concerns.

In case of any problem faced during the filling of examination for you may contact the Nodal Officer of your college. You can get in touch with them and solve your issues.

All problems related to the examination form will be resolved at the college level. Till today only 78,738 students have registered in the portal that indicates students are too slow in registering themselves, and only 18,155 students have paid examination fee.

I advise all the students to not wait for the last date and fill the examination form immediately.

I assure you that all your concerns will be addressed as per rule and enough time will be given to the students to fill the examination form and resolve their issues.

If your issue is not resolved at the college level, we will ensure correction is done from the Examination branch.

So keep visiting the examination website and check your email and there is no need to visit the examination branch.

Read this email thoroughly till the end along with the files attached and the link shared.

Professor DS Rawat
Dean Examinations

Problems and their solutions (Please contact the nodal officers, the link for the updated list is attached herewith. Ignore the previous nodal officers list).

Please don't use the OBE portal for filling up your examination form. Examination form can only be filled by using the following link:

https://slc.uod.ac.in/

A. <u>Login related problems</u>

1. If a student enters a wrong email ID how can it be corrected?
2. Not able to register with their enrolment no, it says wrong credentials.
3. The student email id is wrong and not able to change it.
4. How can I log in if I don't have enrolment no and email ID/mobile no is wrong
5. Don't have enrolment no, how can I get it
6. Invalid credentials or Invalid details record not found
7. The student portal shows "Data Invalid" despite filling the correct credentials.

ANSWER: Email can be any valid email address which is accessible. Login can be done by using enrolment no or exam roll no or email address. **Invalid login credentials (email address, mobile number) can be reset/corrected by the college, so if problems persist contact the nodal officer of the concerned college.**

B. <u>Wrong Basic Details</u>

8. My DU portal showing my incorrect date of birth.

ANSWER: Correction can be done by the colleges even at a later stage.

<u>Reset</u>

9. Many students have informed us that they were not getting OTP at the time of registration.

Answer: Check your spam folder. Change of email ID/Mobile no. can be done from the concerned college.

<u>Missing Paper Name</u>

10. Paper listed in the date-sheet is not in the portal.
11. Correct paper name but UPC is wrong.
12. There is a mismatch of paper code with paper name in the date-sheet and student portal.

ANSWER: Though we added all the papers, if still something is missing the college can update it.

All the Nodal Officers are already informed to ensure that all such issues are resolved at college level, as they have access of the portal.

C. <u>Wrong paper opted by Student</u>

13. Made a wrong entry and submitted the fee and form. How can it be corrected now?

ANSWER: Can be updated by college.

D. <u>Wrong Credits</u>

14. There are some papers with Zero credit.

ANSWER: All such cases have been corrected; please let us know if you have any specific case.

15. Submitted Examination form for sem 5 but could not add sem 3 improvement papers.

ANSWER: College can do it

16. Students migrated from one college to another, while filling the form name of the old college is appearing, how it can be changed.

ANSWER: It can be corrected from your college or can be corrected at a later stage from the examination branch.

17. PWD student's fee is zero. How will the student's form be confirmed?

ANSWER: PwD students don't need to pay the fee.

Miscellaneous

18. Mode of delivery "face to face" what does it mean?

ANSWER: F2F is classroom/examination paper. Not a distance learning programme. You don't need to worry about it.

19. When registering through roll no, the portal generates enrolment no which is different than issued by the college.

ANSWER: Can be corrected by the college, so inform them. Just focus on exams first.

20. If there is any change in the fees who lost their parents due to covid.

Answer: Colleges can send a list of all such cases for the refund of fee as per university guidelines.

Issues related to PG courses are being taken care of.

Nodal Officers List: http://exam.du.ac.in/pdf/202106/NodalPersonsExamNovDec2021.pdf