

NTUSU's Statement on NTU STARS Registration

Dear Fellow Union Members,

NTUSU would like to thank our students for their feedback and suggestions with regards to the multitude of issues pertaining to course registration.

We would like to communicate with our fellow students and assure students that we have been closely working with Centre for IT Services (CITS) regarding this issue and will continue serving as your bridge between you and the University.

In the past year, NTUSU has repeatedly consulted CITS office with feedback you have contributed from past STARS experiences to optimise your experience. Part of this proactive approach has been mainly centred around: I) Understanding issues that result in repeated crashing or server issues for students and; II) A better user-experience for NTU students. However, alongside the aforementioned issues, there were also challenges that have come with course registration/allocation given the COVID-19 safe distancing measures that have affected the supply and demand for our modules as consequence, and also accounting for cancelled exchange programs.

Following this, NTUSU has approached the CITS office to seek additional assurances prior to STARS registration, to clarify that the issues above have been addressed. They responded by informing us that they had been “working with database consultant to identify system issues during high load and have taken a few steps to improve performance” while also conducting “numerous rounds of stress tests” and having a “Taskforce [that] will remain on standby”.

Unfortunately, in the recent STARS exercise, it is to our understanding that these issues had still persisted, resulting in unnecessary stress and anxiety. We understand that it is not anyone's intention to have a server with repeated crashes. Nevertheless, the Union does not find the remedying actions sufficient in consideration of the precedence of these issues stretching well over the recent years.

As your Union, we believe that more action must be taken by the University to address these multitude of issues, to ensure that the system disruption is kept at minimal during course registration. We seek to assure students that we will persist in working with CITS to resolve these issues. We take the appropriate measures in imploring CITS to ensure that there is no mismatch between policy and execution, and an improved system performance in the next course registration.

We are aware of your challenges and we will work to ensure the University offices does better at providing students the optimal course registration experience.

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STATEMENT RELEASE

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We value your suggestion and input, and are always happy to hear from you. Should you have any suggestions or enquiries regarding course registration, please write in to su-wed@e.ntu.edu.sg.

Alternatively, students may also reach out directly to CITS for IT related supports [here \(https://dcsvridp.ntu.edu.sg/idp/Authn/UserPassword\)](https://dcsvridp.ntu.edu.sg/idp/Authn/UserPassword) or to your respective school course coordinators for concerns about class/module related support [here \(https://www.ntu.edu.sg/Students/Undergraduate/AcademicServices/CourseRegistration/pages/curriculumstructure.aspx\)](https://www.ntu.edu.sg/Students/Undergraduate/AcademicServices/CourseRegistration/pages/curriculumstructure.aspx).

Warmest regards,
NTU Students' Union



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