

IIMs to review Prometric CAT contract

Ahmedabad: The IIMs will re-



view the contract of US firm Prometric after large-scale glitches in the first computer-based Com-

mon Admission Test across the country. The US company was hired to conduct the first computer-based test.

“IIMs will certainly review the contract of Prometric in view of the technical glitches that the students had to face during CAT,” IIMA director Samir K Barua said in reply to a question whether it would continue with Prometric to conduct CAT for next year.

“Once the test is over, we shall have all the data from the computers which would be analysed, and then the incidents will be reviewed.” Initial contract of Prometric with IIMs was for five years. AGENCIES

➔ You may still bell CAT, P 2

YOU MAY STILL BELL THE CAT

Prometric And IIMs Say Candidates Who Couldn't Take Test Will Be Given New Dates

TIMES NEWS NETWORK

Bangalore: There's some hope yet for students who haven't been able to take CAT 2009 due to technical glitches. Prometric and the Indian Institutes of Management (IIMs) on Monday said these candidates will definitely get an opportunity.

They said while the main testing window for CAT 2009 closes on Tuesday as scheduled, any registered student who hasn't had an opportunity to complete testing by then will be intimated of a subsequent date and venue for testing over the coming weeks.

"All students can be assured they will receive an opportunity to test. New appointments have been provided to candidates who either had been unable to test or have had a less-than-complete test experience," Prometric said.

Maintaining that computer viruses were the cause for glitches which led to rescheduling, 20,000 students were rescheduled so far and most have subsequently completed their test successfully. Addressing candidates' concerns that their results



may have been affected by viruses which hampered testing, Prometric

said their ongoing reconciliation processes have verified that "no results have been deleted or modified by a virus attack. The majority of sites and candidates have tested without incident and their performance indicates that most candidates had a valid and fair experience".

SUE IIMs, SAYS COACHING CENTRE

Gautam Puri, vice-chairman, Career Launcher, said that students can file a writ petition before the high court of the state of their test centre only if Prometric or the IIMs don't respond positively to their grievances.

He says, "To get redressal from Prometric and the IIMs, submit an online complaint at <http://www.prometric.com/IIM-CAT/contactus>. Fill up the online form completely. Then copy and paste the content onto an email and send it to the directors of all the seven IIMs. Their ids are: director@iimahd.ernet.in; director@iimb.ernet.in; director@iimcal.ac.in; director@iimk.ac.in; diroffice@iiml.ac.in; director@iimshillong.in; and director@iimidr.ac.in.

CL said students should contact Prometric/IIMs and request for reconduct the test if and only if there's a genuine case of disruption which hampered their performance. Since there's a video recording at each test centre, the student's version will be tallied by the court. CL cautions that if there's any discrepancy between the two, the



CAT IN NUMBERS

- Launch of computer-based CAT involved delivery of exams on 17,000 computers in 361 temporary testing labs at 104 centres in 32 cities across India
- On December 8 (Day 11), the test will be held over one morning session in 20 cities, including Bangalore
- Over 26,800 candidates completed the test on December 6
- Nearly 1.87 lakh candidates completed the test, nine days after it commenced

PROMETRICSPEAK

- Prometric is currently reviewing experiences of all candidates who may have been impacted by computer viruses and/or other sources of potential disruption. A key advantage of computer-based delivery is the ability to

electronically record a candidate's exam and identify issues

that might affect an individual's performance. With the consent of the IIMs, Prometric will offer a new test to candidates impacted in this way.

- Prometric prepared a registration and scheduling system to accommodate candidates who couldn't take the test due to technical glitches.

WHY THE GLITCH?

Some testing labs (one test centre could have several labs) experienced technical difficulties mainly due to viruses and malware. Majority of these issues have been identified and eradicated. Prometric, in partnership with NIIT, is monitoring all labs. If testing is not possible for any session at specific labs, affected candidates will be contacted via SMS and email the day before. Test rescheduling will be initiated and new appointments communicated again via SMS and email.

STUDENTS UNHAPPY LUCKNOW RESCHEDULING

Candidates' woes never seem to end. K V Bharat, a final-year student from Bangalore Institute of Technology, regrets his decision to take CAT2009. He couldn't take it on November 28 as it was cancelled due to a technical snag. He got a call from Prometric on December 1, asking him to be at the same venue (Garden City College) that day. "I was shocked. I told them I hadn't received any message regarding my rescheduled date. They then assured me they would give me another date," said Bharat. He got

an email on December 6 morning from Prometric, asking him to be in Lucknow on Monday (Dec. 7) to take the second session. "I told them to allot me a centre in Bangalore as it's impossible for me to travel to Lucknow in 24 hours without prior information. I asked them to refund me the amount I'd spent. They just hung up," said Bharat.

INADEQUATE INFRASTRUCTURE

BIIT Institute in Koramangala, a new centre for rescheduled students, is woefully short on infrastructure. Rahul Modi (name changed), who took the test here on Monday, said: "The place is cramped and there are all sorts of problems. The monitors went on the blink, CPUs were old and the UPS were noisy. Infrastructure here was pathetic and the system allotted to me didn't have a power connection. Later, they realized the software itself was not installed on it. After a 2-hour struggle, they allotted me a spare seat. And within the first half hour, a database error affected the exam for all students here." His test is rescheduled for Tuesday. "I'm really tired and psychologically devastated."

FOUR ADMIT CARDS

Poonam Lade, a professional from Scotland, received four admit cards due to a problem related with the voucher issued during registration. Poonam went to the test venue with the latest admit card and found the time and date was not mentioned. "There was some problem related to the test site code and thus I was not allowed to take the test. After running from pillar to post, the problem was sorted out. I was finally allowed around 1 pm. By that time, I was completely exhausted," said Poonam.



HELPLINE

Prometric's CAT Candidate Care (1800 103 9293) has more lines and agents. The Interactive Voice Response System and phone support are available every day from 8 am to 8 pm through the testing period