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இலங்கை திறந்த பல்கலைக்கழகம்
THE OPEN UNIVERSITY OF SRI LANKA
Faculty of Humanities and Social Sciences
Department of Social Studies

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சமூகக் கற்கைகள் துறை

12 October 2021.

The Department of Social Studies
Faculty of Humanities and Social Sciences

Dear Students,

Reassuring a Most Productive Relationship in All Situations of Life: Our Apology to SSD Students

During this year both students and academics of the Social Studies Department together with the rest of the university community became victims of an unprecedented institutional crisis with an Overall IT System breakdown. There were ripple effects felt all over the system. This break down was further affected by other external conditions arising from the Corona Virus Pandemic, creating limitations and restrictions on the capacity for immediate corrective action. Naturally there were misunderstandings between internal and external stakeholders including staff and students who had faith in the Open University of Sri Lanka as one of the largest higher education service providers. We admit with humility that the IT breakdown, led to a new corporate communications crisis, severely affecting our relationships.

Our Apology for the Crisis as SSD Academics

The Department of Social Studies as you all know has a long history of maintaining cordial and productive relationships with the students. As academics we have been working closely with you while imparting knowledge, doing our best to provide help with empathy. But the institutional crisis that affects us all, makes us realize that we owe you an apology as the teacher – student relationship is most sacred. Even if everything has gone wrong, we should not only work together right now, but also sustain our relationship for the future. Hence, we are not reluctant to apologize to our students for the delay in registering and re-registering for higher levels of study. We are not going to blame anyone even within the university as what happened was not through malicious action by anyone.

Our Position on Delayed Re-Registration of Social Studies Students

We have come to know that some departments commenced academic activities without registering the students. But why did we at SSD did not do the same is a question that demands an answer. At a time, there is a major administrative and technological system collapse, we were convinced that we should not create greater complications to students who have already suffered, by engaging in such a course of informal action to teach without formal evidence of