Documentation of Issues with Weekly Exam Portals (Talentely & Iamneo.ai)
Date: July 18, 2025

To:
Mr. Amit Barve
Head of Department, Computer Science and Engineering
Parul Institute of Engineering and Technology

From: On behalf of All 5th Semester CSE Department Students

Subject: Urgent Attention Required: Persistent Issues with Talentely and Iamneo.ai Weekly Exam Portals

Respected Mr. Amit Barve,
This document serves to formally bring to your attention the numerous and recurring issues faced by all 5th-semester students while attempting weekly examinations on the Talentely and Iamneo.ai portals. These issues are significantly impacting our ability to perform optimally and fairly in these assessments.

We believe these problems require your immediate intervention and resolution to ensure a smooth and equitable examination process for all students.

Issues Faced by Students:
A. General Platform Access & Stability Issues (Common to Both Platforms):
- **Frequent Login Failures and Delays:** Students consistently experience difficulties and unexpected delays in logging into the portals before and during tests.
- **Sudden Blank Screens & Crashes:** Several students have reported instances of the screen going completely blank or the platform crashing unexpectedly during an ongoing exam.
- **Auto-Logout and Screen Freezing:** The system frequently auto-logs out users or freezes, leading to loss of progress and inability to continue the test.
- **Slow Loading Times**: Both the website and individual pages within the exam environment often take excessively long to load.
- **Inconsistent Performance:** The platforms exhibit inconsistent performance across different devices and network conditions.
- **Platform Not Scaling:** The systems do not appear to scale effectively for high traffic, leading to performance degradation when many users are online simultaneously.

B. Issues Faced on Iamneo.ai Portal:

- **AWS Environment Link/Credential Generation Failure:** During AWS practical sessions, the required environment links, usernames, and passwords often fail to generate, preventing students from attempting the test.
- **AWS Console/Cloud9 Environment Loading Failures:** The AWS Console or Cloud9 environment frequently fails to load, displays blank screens, or results in timeout errors.
- **Region Selection Issues:** Students are unable to switch AWS regions when necessary, and certain services appear unavailable in the default region due to non-functional or restricted dropdowns.
- **IAM Permission Errors:** Students encounter "access denied" or "unauthorized operation" errors when attempting basic AWS actions (e.g., launching EC2 instances, accessing S3 buckets, or using Lambda functions).
- **EC2 Instance Limits Reached:** Some students are unable to launch EC2 instances due to resource limit restrictions (vCPU, instances per region, etc.).
- **Incorrect Evaluation for Descriptive Questions (Software Engineering):** In descriptive type questions for Software Engineering (SE), students are not receiving marks commensurate with their detailed answers, often getting only 2-2.5 marks out of 10.

C. Issues Faced on Talentely Portal:

- **Excessively Long Compilation Times:** Code compilation on Talently takes an unacceptably long time, often 1-2 minutes, consuming valuable exam time.
- **Slow Code Execution:** Each code run is extremely slow, significantly reducing the time available for problem-solving and debugging.
- **Inconsistent Code Execution & Output:** Submitted code frequently fails to execute correctly, or no output is displayed even after successful compilation.
- **Compilation Errors for Correct Syntax:** Students encounter compilation errors despite having syntactically correct code, sometimes due to minor spacing issues or platform-specific compiler bugs.
- **Output Restrictions:** The Talently platform at times accepts output only through the print() function, which limits coding flexibility and standard practices.
- **Silent Code Failures:** Code sometimes fails without providing any specific error messages, making debugging impossible.
- **Environment Differences:** Code that functions correctly in local development environments often fails on the online platform due to unstated environment differences (e.g., version mismatches, missing libraries).
- **Incorrect Language Acceptance:** In some cases, the backend appears to accept a different language (e.g., C++) even when the code is written in the specified language (e.g., Java), leading to runtime errors.
- **Tests Not Visible:** Some scheduled tests are not visible to students on Talently.

D. Exam Functionality & Fairness Concerns (Common to Both Platforms):

- **Submission Errors & Data Loss:** Students face issues with submitting answers, delayed or failed uploads of answer files, and answers not saving properly.
- **Inaccurate Timers & Premature Closure:** The countdown timer can be inaccurate, and exams sometimes close prematurely, even when time remains.
- **Unclear Instructions:** Instructions for questions are often unclear, leading to confusion, misinterpretation, and unnecessary time wastage.
- **Lack of Custom Input for Debugging:** The absence of a custom input option makes debugging logic extremely difficult and time-consuming during tests.
- **Insufficient Test Duration:** The 30-minute limit for practicals (especially AWS) is too short, particularly when technical issues consume a significant portion of the time. We kindly request that the overall test duration be limited to 1 hour, aligned with the complexity and number of coding problems, to maintain fairness and avoid unnecessary technical strain.
- **Limited Programming Language Support for DSA:** There is a strong request for consistent Python support for Data Structures and Algorithms (DSA) questions, as many students prefer it for problem-solving.
- **Issues with Language Selection:** Students report problems when switching or selecting programming languages during tests.
- **Need for Stable Support:** The portals need to ensure stable and reliable support for common programming languages such as Java, C/C++, and Python.

E. Support & Debugging:

- **No Real-time Technical Support:** There is a critical lack of real-time technical support available during exams when issues arise.

Impact of These Issues:

The aforementioned issues lead to significant stress, loss of valuable examination time, unfair evaluation, and a general sense of frustration among students. They severely hinder our academic performance and disrupt the intended purpose of these weekly assessments, which are crucial for our learning and evaluation.

Request for Action:

We kindly request your urgent attention to these matters. We propose the following actions:

- **Investigation:** A thorough investigation into the technical and operational problems of both Talentely and Iamneo.ai platforms.
- **Resolution:** Implementation of immediate and effective solutions to rectify these issues.
- **Alternative Solutions:** Consideration of alternative or backup examination methods if persistent problems cannot be resolved quickly.

- **Student Support:** Clear guidelines and robust support mechanisms for students who encounter issues during exams, including real-time technical assistance.
- **Platform Enhancements:** Review and implement necessary enhancements for compiler stability, language support, and user interface improvements.
- **Fair Evaluation:** Ensure that the evaluation system, especially for descriptive answers, accurately reflects the quality of student responses.

We are available to provide further details, demonstrate the issues, and discuss potential solutions at your convenience. We look forward to your prompt and positive response to ensure a conducive learning and examination environment for all 5th-semester students.

Thank you for your time and consideration.

Sincerely,
Students of 5th Sem