Problems in Online Education Administration in Improving the Quality of Education in Higher Education

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ABSTRACT

Documents and SOPs are an essential part of controlling an institution's quality. Documents and SOPs in the online academic process will differ from the offline academic process. Therefore, this discussion discusses the design and manufacture of digital-based documents and SOPs with a pandemic-friendly concept to maintain and improve the quality of education in the academic realm. Sources of data in making these documents and SOPs are documents and SOPs used by the Indonesian Literature Study Program, Faculty of Cultural Sciences, Andalas University in offline academic activities before the pandemic. These documents and SOPs are made by utilising the media available on the internet and distributed through message sharing applications or social media. The result of this planning is the availability of documents and SOPs to implement the educational process, which is carried out online so that students have easier access to the implementation of lectures. However, an evaluation process has been carried out in distributing these documents so that the distributed documents are suitable for distribution. The problem in distributing documents is only related to the students' inaccuracy in reading the information that has been given. Meanwhile, the challenge for the Quality Control Group (GKM) is related to not all students filling out the questionnaires that have been distributed so that they are hampered in carrying out the evaluation process. The solution is to keep disseminating information from various existing media.

Keywords: GKM, Platform, Document, SOP

1. INTRODUCTION

The Covid-19 pandemic has been running for approximately two years, so it requires people to live side by side with the pandemic. Likewise, with the implementation of learning activities and other academic activities, utilising technology is one way to ensure academic activities can continue to run well.

Changes in academic activities from offline to online still have to pay attention to the quality of education so that the quality of education remains at a reasonable level. In the scope of the study programs at the university, the Quality Control Group (GKM) has the responsibility to ensure the quality of the study program can run well. Quality control during a pandemic, of course, is not only related to the application used. However, it is also related to the availability of documents and SOPs for the learning process and online exams. It is to ensure the quality of education within the scope of the study program continues according to the rules.

Therefore, it is necessary to make documents and SOPs to implement proposal seminar exams and student They use information technology to support effective knowledge management in digital libraries(Sopandi &

thesis exams to graduate on time. Likewise, documents and SOPs for improving UTS and UAS exam questions and the suitability of RPS with the implementation of online-based lectures.

So, the purpose of writing this article is to explain problems related to the design and manufacture of digital-based documents and SOPs with a pandemic-friendly concept.

1.1. Related Work

Many studies on education administration have been conducted in primary and secondary schools. However, studies on university education administration concerning online education quality assurance have not been found. Technical policies that support knowledge management in ITB are described in the vision, mission and goals of ITB; the application of knowledge management at ITB seen from the people aspect is carried out through the development of human resource competencies, the knowledge management process is in line with the increasing focus on the "Tridharma of Higher Education" Focus: education and teaching, research, community service

Sa'ud, 2016). Management of online learning in several universities Islam needs to be handled seriously and

precisely, so that the management optimal online-based learning, the manager must run online-based learning managerial tasks well with adhering to the managerial principles, namely; 1) Prioritising goals above personal interests and the interests of work mechanisms, 2)Coordinate authority and responsibility, 3) Give responsibility to subordinates must be following the characteristics and abilities, 4) know well the factors of human psychology, and 5) Relativity values (Mahnun, 2018).

Concerning online learning, several studies have stated that the obstacles to online learning that are being carried out on a large scale in Indonesia due to the impact of the Covid19 pandemic are the uneven internet network and students, teachers, and parents who are not used to it (Zaharah et al., 2020). Another study stated that the student level barrier had the highest impact on e-learning use. In addition, the student level barrier showed a strong positive correlation with the school level barrier and curriculum level barrier (Almanthari et al., 2020).

Meanwhile, research results in other countries state that a sample of 186 students taking nine courses at the Open University of Catalonia is discussed in the light of feedback. It is considered a central element in university teaching practice in online environments that, in general, the presence of feedback is associated with improved levels of performance and higher levels of satisfaction with the general running of the course (Espasa & Meneses, 2010).

1.2. Our Contribution

The preparation of this document is carried out to maintain and improve the quality commitment by the Quality Control Group (GKM), which has responsibility for quality control within the scope of study programs at the university.

The discussion in this article is needed to see the extent to which digital-based documents and SOPs can simplify and speed up the implementation of academic activities conducted online. Thus, creating "pandemic-friendly" documents and SOPs has impacted technology and provided a new atmosphere in the academic realm. Preparing these documents and SOPs to contribute to the academic community at a broader level are expected than the study program.

The preparation of documents and SOPs for compliance with the online RPS also plays a role in regulating.

1.3. Paper Structure

This article is organised into several sections. The first part is an introduction that contains the background, research objectives, research that has been carried out, and the contribution of this article. Furthermore, the second part contains the method of making documents and SOPs for UTS, UAS, proposal seminars, theses, and documents and the suitability of RPS in online learning. The third part describes the preparation of documents and exam SOPs and the suitability of the RPS. Furthermore, the test results from the documents and SOPs that have been made and described in the fourth section. Then, the conclusions and suggestions are in the fifth part.

2. METHOD

Sources of data in making these documents and SOPs are documents and SOPs used by the Indonesian Literature Study Program, Faculty of Cultural Sciences, Andalas University in offline academic activities before the pandemic. These documents and SOPs are made by utilising the media available on the internet and distributed through message sharing applications or social media.

Data were analysed by descriptive qualitative method. Qualitative research focuses on ontological activities by emphasising notes with detailed, complete, in-depth sentence descriptions that describe situations in their original form (Nugrahani, 2014).

3. RESULT

Making digital-based documents and SOPs begins with designing the required documents. The document consists of a template for exam questions, a template for quality control of exam questions, a questionnaire template for the conformity of the RPS with digital-based classroom implementation. Then, in the second stage, the documents will be made using a platform that can be easily accessed by the academic community, even though the internet network is less stable.

An evaluation will be carried out from the document's creation to see if questions have ambiguous meanings or are miswritten. The results of the form can also be used to find problems in the learning process and will impact planning to improve the quality of the educational process in the study program.

The problem in distributing the questionnaire is students' inaccuracy and lack of seriousness in providing information. It is something that the entire academic community must continuously improve. In addition, the next problem is the lack of skilled education personnel in developing effective templates online in small units in universities, such as faculties. This problem can be solved if the university provides a template for all the department's administrative needs.

Meanwhile, the challenge for the Quality Control Group (GKM) is related to not all students filling out

the questionnaires that have been distributed so that they are hampered in carrying out the evaluation process. The solution is to keep disseminating information from various existing media. However, the most important solution is to fill out the questionnaire required for filling out a study plan card or a requirement to see the value of the college information system. Thus, students will fill out the questionnaire provided. However, the seriousness and thoroughness of students in filling out remain a problem that must be solved.

4. DISCUSSION

Online learning is not something new that was suddenly created during the Covid19 pandemic. Several studies have been conducted regarding online learning, long before the case of the Covid-19 pandemic. Allen and J. Seaman (Kim & Bonk, 2006). A recent survey of higher education in the United States reported that more than 2.35 million students enrolled in online courses in fall 2004. This report also noted that online education is becoming an essential long-term strategy for many postsecondary institutions. Another study in 1999 concluded that online courses are best when they are engineered to take advantage of the learning opportunities afforded by the online technologies rather than being used as supplements to conventional teaching programs (Oliver, 1999). That is, online learning has long been designed. However, it has not been fully implemented.

At Andalas University, before the Covid19 pandemic occurred, the leadership through the Education Quality Development Institute (LPMP) had repeatedly held online training and tutoring for Andalas University lecturers. Some teaching materials in Indonesian general courses have been made and published but are only limited to blended learning, such as teaching materials for history, functions, positions, and roles of Indonesian which are made in video form and distributed through the YouTube application via the https:// link. www.youtube.com/watch?v=J7AcwdqRZ4o&t=560s. However, full online implementation had not been carried out before the pandemic occurred, so when a pandemic requires everyone to study from home and physical contact restrictions are required, the lecture process must be carried out entirely online. Thus, schools are experiencing a paradigm shift, schools that initially focused on traditional academic skills suddenly have to move to online learning, which is more inclined to provide opportunities for critical thinking skills and adaptability (Salkiah, 2020).

The learning process and information have also been published through social media and websites owned by the university. The study program does the same.

Therefore, the Indonesian Literature study program at the Faculty of Cultural Sciences requires more authentic documents and SOPs in implementing exams and the suitability of the RPS in the learning process.

Based on the test question template, the quality control template for the exam questions, the questionnaire template for the conformity of the RPS with the implementation in the digital-based class that has been made has been implemented in the study program environment. Thus, the seminar exam or thesis trial can be carried out properly, and students are no longer required to come to campus in taking care of everything when they are going to carry out a proposal or thesis exam.

5. CONCLUSION

Based on the data and discussion, several conclusions can be drawn. First, the platforms available on the internet can be used as documentation media and simplify the educational process that runs at an institution. Then, through the platform, it can be used as a medium for finding problems in the online learning process so that plans can be formed to improve this. Thus, the quality that runs in the study program can run well.

ACKNOWLEDGMENT

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