# Learning Activities in Higher Education Institutions: Overview of Learning Campus Facilities During the Covid 19 Period

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**Abstract.** Numerous instructive organizations were obliged to move from up close and personal learning (FTF) to online distance picking up during the COVID-19 pandemic, which started in mid 2020. (PJJ). Numerous colleges utilize Zoom as a conveyance stage. The reason for this study is to investigate the opportunities for involving Zoom in far off learning and online that have been found by experts in different books. Search for the upsides of utilizing supporting applications, especially Open Broadcast Software, in this course (OBS). Both seem, by all accounts, to be very significant as Campus offices in learning exercises right now. The utilization of Zoom and OBS, as indicated by the information of the writing surveys, is a fabulous device that is exceptionally flexible, straightforward, and reasonable when contrasted with different projects, especially those implied for the end goal of learning.

**Keywords:** Campus facilities · network learning · Zoom

## 1 Introduction

During the COVID-19 crises, online education evolved from a traditional method to a cutting-edge method of dealing with instruction pickup, shifting from the study hall to Zoom, from individual to virtual, and from classrooms to online courses. Already, non-formal instruction courses, for example, e-learning, distance training, and obligation courses, were widely considered to be vital for non-formal schooling; nevertheless, it appears that if the current circumstances continue to prevail, it will eventually supersede the traditional school system.

Higher Education Institutions (HEI) are primarily concerned with student satisfaction as a business in the field of education[1]. Student satisfaction can be defined as either (1) satisfying the condition or (2) not satisfying the students' desires, hopes, and

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[1] Nurhizrah Gistituati, Z. Mawardi Effendi, and Lusi Susanti, "Kepuasan Mahasiswa Program Pascasarja Na(Pps) Terhadap Layanan Akademik Dosen Di Universitas Negeri Padang. Prosiding Semimar Nasional Pascasarjana (SNP)" (Banda Aceh: Unsyiah, 2017).

needs. In Indonesia, it was found that help quality emphatically affects understudy fulfillment. Understudy fulfillment is impacted by elements like showing quality, educator input, wanted assumptions, and instructing style.Class quality, student-teacher relationships, student-to-student communication, learning equipment and facility availability, and library facilities are all examples of institutional factors.

In order to participate in online learning, one must have access to learning resources such as books, cell phones, and laptops, as well as a sufficient amount of internet bandwidth. Provide students with a variety of learning resources that are tailored to their academic and social needs. The quality of learning in the classroom will undoubtedly be influenced by good teacher performance, and vice versa.[2]

The literature review presented here is beneficial to academic study. This study looks at how online education, electronic resources, in-person training, facilities, and services all contribute to student satisfaction.

The following explanation will assist in achieving the aim of student satisfaction, which is influenced by the learning process in terms of teacher performance, campus facilities, and service quality. It focuses on two widely used apps that can be used together. They are Zoom and Open Broadcast Software, both of which have been widely utilized since Covid 19 in early 2020.

Zoom and Open Broadcast Software are two computer communication conference software packages that can be used to present in both synchronous and asynchronous modes. It may be valuable to users and presenters, such as seminar presenters, professors, lecturers, and others. This software allows users to view video or live streaming in a variety of ways. Zoom is a video conferencing program that allows you to hold meetings from any location on the planet.

Zoom is a great choice for conferences, online courses, project collaborations, and more because of its high-quality audio, video, and numerous displays. It is available to students, employees, and teachers at many educational institutions, and it can be used for a variety of purposes, including keeping people connected as a fictional character.[3]

The skills needed to use Zoom and OBS to create professional live or indirect presentations refers to the software's capabilities. These skills are required for making presentations for seminars, learning, or other purposes, and can aid in the creation and organization of visually appealing and watchable presentations. All of this can be put to good use in a variety of educational and non-educational endeavours.

Due to the COVID-19 epidemic in mid-2020, many schools were forced to move from face-to-face to distance learning (PJJ). Many educational institutions employ Zoom as a teaching tool.

[2] M D A Faisal, "Efektivitas Proses Belajar Melalui Aplikasi Zoom Di Masa Pandemi Covid-19," *Academia.Edu* 2 (2020): 45–58, http://www.academia.edu/download/64015904/M Darul Aksan F.pdf.

[3] Ira A. State Engineering Fulton, "ZOOM: What Is Zoom," last modified 2020, https://ets.engineering.asu.edu/zoom/.

## 2  Campus Facilities and Students' Satisfaction

The campus is a place of learning and a place for the academic community to gather with all of their activities in accordance with their respective duties, and technological developments and changes experienced in the last few years have had a significant impact on the organization, the management of the campus is a place of learning and a place for the academic community to gather with all of their activities in accordance with their respective duties. There is little doubt that, in response to changing educational demands and facilities, higher education planners and managers must evaluate how facilities are planned, maintained, and re-managed[4]. What are the needs and ideas for facilities around the learning environment and students' physical condition, such as (1) study room, (2) appropriate light, (3) reading source, and (4) laboratory? The Big Indonesian Dictionary defines facilities as something that makes things easier (task flow, for example) or more convenient.[5]

Furthermore, there are various advantages to using the online to learn in this era of pandemic web behaviour. Students valued a flexible educational environment, time and location independence, and the option to re-access learning resources online asynchronously to repeat classes, and they believe that courses requiring practice will not be fully fulfilled.[6]

Customer happiness is a crucial aspect in winning market competition in today's global marketplace. Customer happiness is a crucial aspect of every company's marketing strategy. An organization will go bankrupt if it does not have enough clients. The fundamental focus of HEI as a business in the realm of education is student satisfaction.[7] Student satisfaction can be defined as either (1) the condition is met or (2) the students' desires, hopes, and needs are not met. The pupil will be satisfied if his or her desire, hope, or need is effectively met. If the student's goal, hope, or need is not met, he or she will be unhappy.

As a result of contrasting service expectations with reality, student satisfaction is defined as a student's positive or negative attitude toward the services of higher education institutions.

Furthermore, according to the consumer-oriented industry or business, service quality is one of the aspects that can influence satisfaction[8]. Many studies use service quality as a measure of satisfaction when determining consumer satisfaction with a company.

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[4] The Liang Gie, *Cara Belajar Yang Efektif.* (Jakarta: Raya Grafindo, 2006).

[5] (Depdiknas, 2001).

[6] E L Enfoque et al., "No Title'거대한 잠재력' 인도·아세안 본격 공략 시동," *International Institute for Environment and Development* 07/80, no. 2 (2010): 125, https://arxiv.org/pdf/1707.06526.pdf%0Ahttps://www.yrpri.org%0Ahttp://weekly.cnbnews.com/news/article.html?no=124000%0Ahttps://www.fordfoundation.org/%0Ahttp://bibliotecavirtual.clacso.org.ar/Republica_Dominicana/ccp/20120731051903/prep%0Ahttp://webpc.cia.

[7] Gistituati, Effendi, and Susanti, "Kepuasan Mahasiswa Program Pascasarja Na(Pps) Terhadap Layanan Akademik Dosen Di Universitas Negeri Padang. Prosiding Semimar Nasional Pascasarjana (SNP).".

[8] Anita Tobagus, "Pengaruh E-Service Quality Terhadap E-Satisfaction Pada Pengguna Di Situs Tokopedia," *AGORA* 6, no. 1 (2018): 1–10.

Student satisfaction, as an expression of joy or disappointment, stems from the outcomes of a performance, as well as the facilities and services that he expects in this scenario. Students, on the other hand, will be satisfied if the academic community's expected services, facilities, and performance surpass their expectations.

## 3  Principles of Online Learning

In terms of learning and its involvement in comparison to FTF learning, many schools in Indonesia, particularly at the tertiary level, have implemented PJJ in addition to face-to-face instruction (FTF). However, the number is not as high as it is now, both nationally and globally.

Accordingly, student focused intuitive strategies like e-learning should be presented and taken on. The utilization of electronic media and innovation in training is known as e-learning (Nichols, 2007). It alludes to the utilization of current innovation to work with learning, like PCs, advanced innovation, organized computerized gadgets (like the Internet), and related programming and courseware [5][9].

The United Nations Food and Agriculture Organization also contributed to this effort by providing an overview of the characteristics, benefits, activities, and resources of e-learning that are required to develop e-learning projects. It is primarily aimed at those interested in starting an e-learning project or incorporating an e-learning component into their organization's training program, as well as those interested in developing managerial capacity FAO [1].[10]

Offbeat and coordinated learning are the two fundamental techniques utilized in e-learning. Coordinated learning involves trading thoughts and data with at least one members simultaneously. It advances productive training by giving understudies and educators various chances to arrange, share, and team up continuously [13]. Coordinated correspondence in e-learning conditions incorporates on the web, constant, live instructor guidance and criticism, Skype discussions, discussion channels, and virtual study halls where everybody is on the web and working cooperatively simultaneously (FAO, 2011) [12].

Nonconcurrent learning is independent and permits members to trade thoughts or data without requiring the synchronous interest of different members [4]. Email, blogs, wikis, discussion boards, web-supported textbooks, hypertext documents, audio or video courses, and social networks using Web 2.0 can all be used in asynchronous learning. Learners work on their own time to complete course material, debates, questions, and other assignments [17].

Instructors make materials, lectures, quizzes, and assignments online and may be viewed at any time. Students may be given a time limit, generally a week, to connect at least once or twice. Students, on the other hand, are free to donate at any time. Nonconcurrent learning allows students to work at their own pace. If they need to listen

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[9] I Clover, *Advantages and Disadvantages of ELearning.*, 2017, https://elearningindustry.com/advantages-anddisadvantages-of-elearning.

[10] Food and Agriculture Organization of the United Nations (FAO), *E-Learning Methodologies: A Guide for Designing and Developing e–Learning Courses*, 2011, http://www.fao.org/3/i2516e/i2516e.pdf.

to a lecture again or think about a question for a while, they can do so without fear of delaying the rest of the class [18].

## 4   E-Learning Concept

Various individuals have alternate points of view on e-learning. Notwithstanding, this is usually alluded to as internet learning. As indicated by Bosch [4], e-learning is a wide term that includes a wide range of discovering that depend on or are upgraded by electronic correspondence utilizing state of the art data and correspondence innovations (ICTs). Likewise characterized as an expansive term includes an extensive variety of ICT-based applications and cycles, for example, PC based learning, online learning, virtual homerooms, computerized joint effort, and systems administration. (Post and Kanuka, 2004) characterizes e-advancing as online instructing and learning. E-learning is characterized as discovering that is worked with and upheld using data and correspondence innovation. This can go from utilizing innovation to help advancing as a component of a mixed methodology (a mix of customary and e-learning ways to deal with) discovering that is completely conveyed on the web. For instance, video correspondence in training gives:

1) increased access to educational resources,
2) flexibility for learners, and
3) beneficial global exchange, and
4) Equality of opportunity for all students and teachers, regardless of location.

The focus of eLearning is on assisting with innovation incorporation for online, hybrid, and classroom-based courses. Workforce and staff administrations include educational planning, preparation, and support. With the advent of the Internet, training has grown increasingly virtual, with students and instructors conversing from all over the world and degrees being issued without the need for professors or students to meet in person.

## 5   Teaching Experiences with Zoom

Students were asked to share their personal experiences with art at school, either as students or during teaching practices, during the Zoom sessions. Almost everyone admitted that they had never seen or been involved in anything like this at their university. Next, I asked them to elaborate on the two previous submissions, as well as to explore this further with questions, etc. Despite my years of experience and knowledge of alternative education, I always prefer to let students speak first and share their ups and downs as well as their questions, rather than interpreting work and hoping they will understand or be interested in it.

Throughout a pandemic, teaching is essential. There are several alternatives to many learning processes. Web-based e-learning can have a more interactive presentation. Zoom and Open broadcast software are two of the programs used. This application has no access restrictions, which allows for greater time spent learning. The benefit of using

this program, on the other hand, is that tutors and Learning Citizens are not confined to a single location and time to carry out learning activities. Learners are not required to attend class at a specific hour. Tutors can also alter and add instructional materials in the form of text and video at any time and from anywhere.

The Zoom and Open broadcast software applications offer convenience and flexibility in them. Zoom and Open broadcast software are open source based electronic learning (E-Learning) applications. The Zoom and Open broadcast software applications provide online courses or online classrooms that seem to be able to replace the function of the learning process in the classroom such as material providers, communication between Tutors and Learning Citizens, attendance, and evaluation. By using the Zoom and Open broadcast software applications, the teacher-centered learning process paradigm can be changed to student-center. Some of the learning support features provided by this application include we can share materials, videos, assignments, quizzes, discussions, collaborations, a place to collect assignments and assessments. There are many advantages offered by the Zoom and Open broadcast software applications, including the Zoom application that can record all learning activities between Tutors and Learning Citizens for a long time, while the Open broadcast software application can send assignments in the form of files or videos. The Zoom and Open broadcast software applications can also be accessed on all desktop and mobile platforms. In addition, this application also allows Tutors to only act as facilitators and learning activities are mostly carried out by Learning Citizens so that it will indirectly form learning independence for Learning Citizens. By using online courses, you can increase the variety and creativity of Tutors and Learning Citizens in finding learning resources. As a course manager, Tutors also don't need to have special skills. However, tutor skills are needed in packaging and making materials and finding learning resources, as well as designing learning in order to carry out learning effectively (Masitoh, 2018). Practical modules regarding learning using this application are also widely available on the internet so that if tutors and learning residents have difficulty using this application, they can study independently without fear of having trouble getting learning resources. The following is a view of the e-learning home page of the Zoom and Open broadcast software application.

## 6 Development of Zoom as a Learning Tool in Indonesia

(Prevention and Handling of Corona Virus Disease (Covid-19), 2020) concerning corona virus disease prevention and management (Covid-19) The Ministry of Education mandates that educational institutions implement online learning. Until now, the Ministry has been enforcing this regulation in order for the ZOOM application and its billion users to become popular in educational settings.

The COVID-19 Pandemic, according to [20], drove colleges and institutions to transition totally from face-to-face to remote education, producing an unparalleled teaching environment for instructors and students.

Instructors have several obstacles, including learning to utilize new technologies in a short amount of time, generating instructional materials fit for the new setting, offering an engaging distance learning environment, and adopting new evaluation procedures. Many colleges and institutions provide professional training sessions to their faculty

members in order to facilitate the transition from FTF to distant teaching. In order to promote this quick shift, several schools give internet and laptop access to their pupils. Students, educators, and administrators are all struggling with the adjustment.

Many government institutions, colleges, non-profit organizations, and individuals chose Zoom during the Covid-19 epidemic. Zoom was created in 2011 by Eric Yuan. It is a web-based collaborative video conferencing platform with high-quality audio, video, and screen sharing capabilities, making it suitable for virtual conferencing, online lectures, online meetings, webinars, and other applications. Many universities make it available to students, employees, and professors. Among the features provided are a virtual whiteboard with annotation capacity to clarify ideas, break rooms to establish small collaborative group work, polls for student input, and chat to enhance class discussions. Zoom meetings may also be recorded and stored for later use [9].

The findings of the review demonstrate that web-based learning at ARS University using the Zoom program is effective. During the Covid-19 infection is powerful. It's only that there are some specialized hindrances that emerge while internet learning is carried out.

For lecturers and students at ARS University, using Zoom as a distance learning tool is an option. Because the Zoom application can be used on mobile phones as well as computers or PCs, the procedure for using it is simplified and straightforward. [15] Furthermore, using the Zoom Cloud Meeting application is one of the online applications that is currently commonly used in assisting the learning process. The application's use is primarily in accordance with the demands of the impact of the Industrial Revolution 4.0 by emphasizing the digitalization of systems or technology-based applications [2].

## 7   OBS as an Assistant Application

Some of their own Zoom conference experiences can be found, including items that make users less likely to be able to record the complete presentation video and audio. As a result, you must inquire of the Zoom meeting's host. Set the sound and other options, such as the file extension you desire at the time, such as MP4, AVI, or another. Although a recording event exists, it is not as comprehensive as expected.

Once the essential concepts are grasped, the software's various possibilities may prove to be highly valuable. OBS, for example, can display mouse clicks and keyboard input, and it can also record sound. Furthermore, a specified area of the recorded view can be cropped to reveal only the relevant portion of the screen. OBS offers the additional benefit of being interoperable with a wide range of regularly used experimental software solutions (we tested OBS with PsychoPy2, Open Sesame, Inquisit, MediaLab, E-Prime and web browsers) Spitzer and Heycke [12].

As indicated by Kaufmann [14], having learning assets, for example, OBS is likewise helpful for understudies of different types since recordings can be stopped and yet again watched, considering better recording and audit of ideas that understudies see as significant for how they might interpret the point. Both customary and online understudies remarked that the accessibility of these assets was an original encounter that totally modified the manner in which they learned in my course contrasted with past encounters.

This change to direction discourse addresses a critical change in the cooperative open doors accessible to workforce and understudies in web-based course settings. Accordingly, it is trusted that product, for example, OBS will actually want to collaborate imaginatively with online instructors to start changing media past the standard limits of showing understudies as such.

Technically, OBS stands for Open Broadcast Software, a cross-platform streaming and recording program that is free and open source. Since 2016, the software has been referred to as OBS Studio. OBS Studio is the most common way for most people to broadcast on Twitch.

However, OBS is not used by all streamers. Zoom, for example, supports live streaming to YouTube. However, many people are streaming on Twitch using OBS, even if they are not always aware of it. Use OBS to capture and record screen images as well as audio. This OBS application is a free application that can be downloaded from the OBS official website, which is located at https://obsproject.com/download. The user can select an operating system platform based on the operating system he or she wishes to install. This application can be used with three (three) different operating systems: Windows, Mac, and Linux [3][11].

## 8   Use of Zoom and OBS as Online Software

The term online can also refer to e-learning, pjj, synchronous and asynchronous learning, all of which require a facility as a prerequisite for on-line learning. As a result, these terms will be used interchangeably in practice, though the terminology must be examined further because they are not the same.

Zoom and OBS are expected to be among the steps taken to make it easier for teachers to conduct teaching and learning activities (KBM). Furthermore, the Covid-19 pandemic is far from over. As a result, all educational activities must be completed online. Teachers can more easily provide material to students in this manner. Students will benefit from a creative online system.

OBS Studio (Open Broadcaster Software) Studio may be connected to Zoom. Connecting zoom with OBS-Camera, OBS-Camera1, OBS-Camera2, and OBS-Camera3, among other things. Also has audio output and can link to numerous displays. Scene and Source are two options in OBS's main menu that are ideal for online learning. Scene can be recognized as a folder containing files. The Source, on the other hand, is the source of how to show the material in the Window. Below are some examples of how to use Zoom with OBS.

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[11] Putri Anggraini, Sularno Sularno, and Dio Prima Mulya, "OPTIMASI PENGGUNAAN STREAM LABS UNTUK PENUNJANG PEMBUATAN MATERI DARING DOSEN PRODI SISTEM INFORMASI UNIDHA," *Jurnal Teknologi Dan Sistem Informasi Bisnis* 3, no. 1 (January 31, 2021): 185–191, http://www.jurnal.unidha.ac.id/index.php/jteksis/article/view/206.

## 9    Some Limitations and Solutions to the Problem of Zoom Use

However, there are a few drawbacks to using the Zoom Clouds Meetings app, including:

1. Utilizing a lot of credit or internet data quota; this signifies that using this application for online learning is regarded inefficient and consumes a lot of our internet data allowance. As far as we know, the economy has slowed as a result of the government's PSBB strategy.
2. Different Family Economies; That is, while it may not be a problem for parents who are able to fulfil it, what about parents who are unable to do so, given that each Person's economic ability varies.
3. Network speed in rural areas; The speed and quality of the internet network cannot be separated from the online learning process; the web based growing experience is more suitable to be applied in metropolitan regions that are available to the web, since, in such a case that applied in regions have not been reached or where the web speed is as yet negligible, it will just overpower understudies in expectation. The conveyance of data in a growing experience ought to be clear, exhaustive, and focused on.

So, what happens when online learning takes place in a location where there is still no internet access? Will it work according to the learning objectives, and will the information be conveyed?[12]

## 10    Conclusion

To sum up, everybody should endure the ongoing emergency since it is just the start; over the long haul, nobody can easily overlook the computerized unrest, especially the people who work in advanced education establishments. To manage the intricacy of online schooling, creating multimodal techniques to satisfy course satisfied targets for further developed learning results might be an improved arrangement.

Academic practitioners reacted favourably to the online conversion of the learning model. This is unquestionably a boon for those who are wealthy and live in modern areas (downtowns), as opposed to those who live in underdeveloped areas. Many such universities are uninterested in online learning. Quota fees for human resources to use technology, beginning with internet access, are particularly important. However, in the middle of the COVID19 pandemic, several party leaders have determined that online learning models, particularly at educational institutions, are a required option.

In reality, there are numerous tools available to help with this activity. All of these are easily accessible, and anyone can learn them. For example, Zoom is a software application that can be used as a communication tool for presenting any purpose for the learning process. Zoom has a variety of appearances to help us, and it can be used in

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[12] Bernadhe Nadeak, "Deskripsi Kinerja Dosen Perguruan Tinggi Swasta Di Indonesia" (2020), http://repository.uki.ac.id/2654/1/DESKRIPSIKINERJADOSENPERGURUAN TINGGISWASTADIINDONESIA.pdf.

both large and small groups, as well as to separate groups. It is also integrated with other tools such as social media applications like YouTube and Facebook.

Open Broadcast Software (OBS) is another software application that can support Zoom. It can be used in combination with Zoom to facilitate in the design of the appearance during the learning process. It can combine some elements such as video, image, and text to make them appear better and clearer, and it can record as MP4, Avi, or any other type of video. Both, Zoom and OBS can be used free or bought through online easily.

In rural areas of the country, however, a lack of internet resources and networks will impede students' or schools' learning process. In the following paragraph, it is not a minor issue when you want to do schoolwork or college assignments online but there is no internet network available. What about if students want to learn online but do not have access to a network in their area? Even with direct learning, students are sometimes less effective, especially if they study online without a fast network.

The lack of internet resources and networks, on the other hand, will hamper students' or students' learning processes in remote areas of the country. When you want to accomplish homework or college tasks online but there is no internet network available, it is not a simple concern, in the author's perspective. When students want to learn online but don't have access to a network in their location, what should they do? Even with direct learning, students can be ineffective at times, especially if they study online without access to a fast network. As a result, improvements were offered as a way forward based on the findings of the literature. Its findings are hoped to assist policymakers and the Ministry of Education in focusing more on development of communication and technology as support learning process, particularly for school facilities, as the foundation for students' satisfaction.

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