



**MANAGEMENT REVIEW MEETING
REPORT**



**FACULTY OF LANGUAGES AND ARTS
STATE UNIVERSITY OF SURABAYA
2020**

	FORMULIR	No. Dokumen	
	NOTULEN RAPAT TINJAUAN MANAJEMEN	No. Revisi	
		Tgl. Berlaku	16 Juli 2020
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Day/Date	Wednesday/ 16 July 2021
Times	09:00—11.00 (UTC+07.00)
Meeting Agenda	
	Management Review Meeting
Meeting Participants	Dean, Vice Dean 1, Vice Dean 2, Vice Dean 3, GPM, Head of Study Program, and UPM
Chairman	Dr. Trisakti, M. Si. (Dean of FBS)
Meeting Agenda	
<p>Discussing the follow-up activities of the results:</p> <ol style="list-style-type: none"> 1. Monitoring and Evaluation of Online Learning 2. Customer Satisfaction Survey <ol style="list-style-type: none"> a. Student b. Lecturer c. Education Personnel 	
Conclusion	
<p>1. Monitoring and Evaluation of Online Learning</p> <p>Problems found in the monitoring and evaluation of learning along with the solutions are described as follows:</p> <ol style="list-style-type: none"> a. Problem: RPS had not been validated by the team of similar science branch. Solution: (1) it was necessary to process the RPS validation by the team in the similar science branch along with the documentation of the validation and (2) the formation of a team of similar science branch in Department that had not had it ratified by the faculty through ST. b. Problem: Lecturers started and ended lectures not according to the schedule. Solution: Through the Study Program meeting, the Head of Study Program emphasized the importance of discipline in starting and ending lectures according to the lecture schedule. c. Problem: Lecturers had not given an assessment of the assignments given to students. Solution: Through the Study Program meeting, the Head of Study Program reminded the lecturers' obligation to provide grades or feedbacks on student's assignments. d. Problem: Lecturers did not return graded assignments to students. Solution: Through the Study Program meeting, the Head of Study Program reminded the lecturers' obligation to return student's assignments. 	

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e. **Problem** : Mid-term test scores were not announced to students.

Solusi : Through the Study Program meeting, the Head of Study Program reminded the lecturers' obligation to announce the results of UTS scores to students.

f. **Problem** : Mid-term test scores were not announced to students.

Solution : Lecturers were required to announce the results of mid-term test scores to students.

2. Customer Satisfaction Survey

a. Students

The problems found in the Customer Satisfaction Survey completed by students along with the solutions are described as follows:

1) **Problem**: The admin officer in Department was not alert and friendly.

Solution: Conducting attitude development towards education staffs by holding a service excellence training

2) **Problem**: The need to maintain equipment such as LCD and AC in each Department

Solution: AC maintenance had been scheduled regularly every 3 months and the LCD maintenance would be carried out when there was a report of damage.

3) **Problem**: Lecturers were not present on time during lectures.

Solution: Lecturers were advised to always come on time.

b. Lecturers

The problems found in the Customer Satisfaction Survey completed by lecturers along with the solutions are described as follows:

1) **Problem**: Lack of communication and coordination between lecturers and Deans

Solution: Regular faculty meetings were scheduled at the beginning of the semester by inviting Department managers and all lecturers.

2) **Problem** There was still a need to increase network and internet bandwidth to be able to expedite and support work and learning process.

Solution : The addition of the internet network would be carried out in coordination with PPTI.


c. Education Staffs

The problems found in the Customer Satisfaction Survey completed by education staffs along with the solutions are described as follows:




1) **Problem**: Good coordination and communication between the Dean and the staffs needed to be improved.


Solution: (1) regular coordination was carried out between the Dean and the staffs once a month or at least at the beginning of each semester and (2) An outbound program was scheduled every year to improve teamwork.

2) **Problem** : it was necessary to add education staffs in faculty and department.

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Solution: The addition of education staffs in faculty and departments was the authority of the central staffing. However, the faculty could propose it.

Surabaya, 16 July 2020	Acknowledged by	Approved by
Note-taker 	Head of GPM FBS 	Dean of FBS 
Hespi Septiana, M.Pd.	Dr. Eko Wahyuni R., M. Hum.	Dr. Trisakti, M.Si.
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Attachment of Minutes of Management Review Meeting on July 16, 2020

No	Problems	Solution	Responsible Person	Deadline	Status	Note
Monitoring and Evaluation of Online Learning						
1	RPS had not been validated by the team in each science field.	<ul style="list-style-type: none"> - It was necessary to process the RPS validation by a team in each science group along with the documentation of the validation. - Formation of a science team in the department had not approved by the faculty through ST. 	Head of Study Program	August 2020	closed	
2	Lecturers started and ended lectures not according to the lecture schedule.	Through the Study Program meeting, the Head of Study Program emphasized the importance of discipline in starting and ending lectures according to the lecture schedule.	Head of Study Program	August 2020	closed	
3	Lecturers had not given an assessment of the assignments given to students.	Through the Study Program meeting, the Head of Study Program reminded the obligation of lecturers to provide grades or feedbacks on student assignments.	Head of Study Program	August 2020	closed	
4	Lecturers did not return graded assignments to students.	Through the Study Program meeting, the Head of Study Program reminded the obligation of lecturers to return student assignments.	Head of Study Program	August 2020	closed	
5	UTS scores were not announced to students.	Through the Study Program meeting, the Head of Study Program reminded	Head of Study Program	August 2020	closed	

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		the lecturers' obligation to announce the results of UTS scores to students.				
Customer Satisfaction Survey						
A. Students						
6	The administration officer in the department was not alert and friendly.	Attitude development was conducted towards education staffs through service excellence training	Vice Dean for General Affairs and Finance	August 2020	Closed	
7	Maintaining the equipment such as LCD and AC in each department was needed.	AC maintenance had been scheduled regularly every 3 months. As for the LCD, maintenance was carried out when there was a report of damage.	Vice Dean for General Affairs and Finance	August 2020	Closed	
8	Lecturers were not present on time during lectures.	Lecturers were advised to always come on time.	Head of Study Program	August 2020	Closed	
B. Lecturers						
9	Lacks of communication and coordination between lecturers and the Dean	Regular faculty meetings were scheduled at the beginning of the semester inviting department managers and all lecturers.	Vice Dean of Academic Affairs	August 2020	Closed	
10	There was still a need to increase network and internet bandwidth to be able to expedite and support work and PBM.	The addition of the internet network was carried out in coordination with PPTI.	Vice Dean for General Affairs and Finance	November 2020	Open	

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C. Education Staffs					
11	Good coordination and communication between the Dean and the staffs needed to be improved.	<p>There was a coordination between the Dean and the staffs regularly once a month or at least at the beginning of each semester.</p> <p>An outbound program was scheduled every year to improve teamwork.</p>	Vice Dean for General Affairs and Finance	September 2020	Open
12	The need for additional education staffs at the faculty and departments	<p>The addition of education staffs at the faculty and departments was the authority of the central staffing.</p> <p>However, the faculty proposed the addition of them at the faculty and departments.</p>	Vice Dean for General Affairs and Finance	August 2020	Closed