

QUALITY ASSURANCE

ANNUAL REPORT

2020



FACULTY OF LANGUAGES AND ARTS

STATE UNIVERSITY OF SURABAYA

2020

APPROVAL SHEET

QUALITY ASSURANCE ANNUAL REPORT FACULTY OF LANGUAGES AND ARTS

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INTRODUCTION

In accordance with Permenristekdikti Number 62 of 2016 concerning the Higher Education Quality Assurance System, there are two quality assurance systems namely Internal Quality Assurance System (SPMI) and External Quality Assurance System (SPME). SPMI Unesa is implemented and coordinated by Unesa Learning and Quality Assurance Center (LPPM) and the Quality Assurance Center (PPM) at university level. Quality Assurance Division (GPM) is at the faculty level and Quality Assurance Unit (UPM) is at the department level.

Quality Assurance Division (GPM) has the task of maintaining the quality of activities in the fields of education, research, and community service. GPM FBS Unesa is responsible to maintain the quality of fifteen study programs, of which each department has a Quality Assurance Unit (UPM) team consisting of a chairman and members. UPM has the main task of controlling quality assurance activities in accordance with University and Faculty quality assurance documents. Quality Assurance Division (GPM) is directly responsible to the Dean and Vice Dean for Academic Affairs. GPM has four divisions namely Quality Assurance System, Accreditation, Internal Monitoring and Evaluation, and Data and Information System Divisions.

Division of Internal Monitoring and Evaluation

Division of Internal Monitoring and Evaluation
<p>Description</p> <p>The Job descriptions of this divisions are:</p> <ol style="list-style-type: none">1. Carrying out monitoring and evaluation activities, internal quality audits within the department/study program with regard to coordination of audit scheduling and direction to assessors/auditors.2. Preparing reports on the implementation of monitoring and evaluation activities. <p>Work Programs:</p> <ol style="list-style-type: none">1. Carrying out monitoring and evaluation of learning processes every semester2. Conducting a curriculum audit3. Conducting an audit of leadership performance achievements
<p>Program Highlights</p> <p>Results:</p> <ol style="list-style-type: none">1. Implementation of Monitoring and Evaluation of Online Learning Conducted in the Even Semester in 2019/2020 Academic Year2. Implementation of Monitoring and Evaluation of Online Learning Conducted in the Odd Semester in 2020/2021 Academic Year <p>Regarding the Covid 19 pandemic, in the even semester of 2019/2020 academic year, the learning process has been carried out online since the 7th week of lectures according to the order issued by Rector's Circular Letter. Monitoring and evaluation of the learning process was also carried out online. The special provision for monitoring and evaluating online learning was that the auditor was UPM from each department. This stipulation was made to facilitate the process and communication between the auditor and the auditee.</p> <p>A total of 28 study program lecturers in the even semester in 2019/2020 academic year and 32 study program lecturers in the odd semester in 2020/2021 academic year were monitored and evaluated by auditors. Before the activity was carried out, socialization and presentation of instruments for UPM that became the auditors were first undertaken.</p> <p>From the results of monitoring and evaluation in these two semesters, it was reported that the largest percentage of discrepancies was the learning evaluation domain. The domain of the implementation of learning was in the second place, and the third place was the domain of teaching preparation. Therefore, it can be concluded, the learning evaluation activities have not been carried out optimally by the lecturers.</p>
<p>Risk Summary</p>

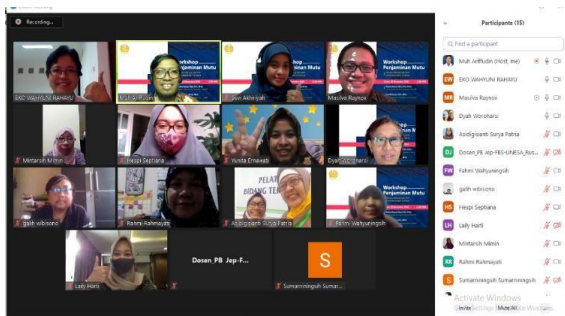
There were several activities that had not been carried out in 2020, including Curriculum and Leadership Performance Achievement Audits because there had been no order for an audit from the Quality Assurance Center. The audit was carried out centrally from the Quality Assurance Center.

Lessons Learned

Notes related to the monitoring and evaluation of learning process always resulted on the same data, which were in connection with the highest percentage in the domain of learning evaluation. This problem should be notified in the Management Review Meeting so that a real solution might be proposed as outlined in the Follow-up Details. The Head of Study Program who was responsible for solving the problem was asked to take effective actions to solve the problem.

Attachment

1. Learning monitoring and evaluation instruments and SOPs:
<https://fbs.unesa.ac.id/page/audit-mutu-internal>
2. Picture of briefing activity for auditors.



Division of Accreditation

Division of Accreditation
<p>Description</p> <p>Primary responsibilities and functions:</p> <ol style="list-style-type: none">1. Preparing data on national and international accreditation forms2. Assisting the preparation of study program accreditation forms and self-evaluations3. Coordinating the assignment of internal assessors at the faculty level with SPM4. Reviewing and checking physical evidence of study program accreditation forms and faculty self-evaluation forms. <p>Work Programs:</p> <ol style="list-style-type: none">1. Assisting the preparation of the forms for 5 study programs, namely S1 Japanese Education Study Program, S1 Drama, Dance, and Music Education, S1 Indonesian Language and Literature Education, S1 Indonesian Literature, and S1 Javanese Language and Literature Education2. Providing assistance during Field Assessments in the aforementioned 5 Study Programs
<p>Program Highlights</p> <p>The implementation of Field Assessment (AL) of the five Study Programs was a determinant of the accreditation of the Study Program. Five Study Programs assisted by GPM from preparation to implementation stages of field assessments, successfully got A-accredited status.</p>
<p>Risk Summary</p> <p>The activities of compiling documents, reviewing, and revising documents for form accreditation are challenges for the Study Program. Most of the compilers of form documents were lecturers who had the obligation to carry out other tasks such as teaching, conducting research, and community service. Regarding these obstacles, the GPM team made a strategy to assist the five Study Programs in compiling form documents and preparing AL.</p>
<p>Lessons Learned</p> <p>In order for the activities of compiling form documents to be more organized, documents related to academic and non-academic aspects must always be documented on a regular basis so that it did not look like the fact that the documents have been organized due to an accreditation visitation.</p>

Attachment

Field Assessment Photos



Picture 1. Online AL of Japanese Education Study Program



Picture 2. Online AL of Japanese Education Study Program



Picture 3. Online AL of Drama, Dance, and Music Education on the first day

Division of Quality Assurance System

Division of Quality Assurance System
<p>Description</p> <ol style="list-style-type: none">1. Primary responsibilities and functions: reviewing and compiling quality procedures and socializing them to stakeholders, compiling work instructions needed, compiling formats related to academic administration, facilitating the needs of other divisional instruments, and making SPMI performance reports2. Work Programs: Socialization of GPM work programs related to the Internal Quality Assurance System (SPMI), compiling Standard Operating Procedures (SOP) for undergraduate thesis/articles, SOP for sub-summative exams (USS), SOP for summative exams (US), as well as coordinating the preparation of instruments with the internal monitoring and evaluation division as well as data and information systems division
<p>Program Highlights</p> <ol style="list-style-type: none">1. Workshop on quality assurance (23 November 2020)2. USS and US SOP update3. Curriculum audit instrument update (10 November 2020)4. Preparation of SOP for undergraduate thesis/article <p>The activity of preparing the SOP for this undergraduate thesis/article was motivated by the urgency related to the COVID-19 pandemic in Indonesia, in early 2020, which also had an impact on the world of education. The Rector of thUniversitas Negeri Surabaya issued a Circular Letter Number B/17447/UN38/HK.01.01/2020 regarding Undergraduate Thesis Management programmed in the even semester of 2019/2020 at Universitas Negeri Surabaya. The Dean of the Faculty of Languages and Arts through the Vice Dean for Academic Affairs instructed to compile Undergraduate Thesis/article SOP for students who programmed Thesis Course to be converted into articles. The GPM team coordinated with faculty leaders to prepare SOPs for Undergraduate Thesis/articles according to instructions. SOP preparation activities were conducted online. The results of the SOP Undergraduate Thesis/articles compiled by GPM FBS had been submitted to the Vice Dean for academics affairs to be approved by the Dean of FBS.</p>
<p>Risk Summary</p> <p>Two programs that could not be implemented were (1) the socialization of the Internal Quality Assurance System (SPMI) and (2) the preparation of the Graduate Quality Manual. The two work programs above were derivative work programs from the University's Quality Assurance Unit System (SPM). The work programs could not be carried out due to the COVID-19 pandemic, while these activities must be held offline.</p>

Lessons Learned

Aspects to be evaluated and suggested for GPM FBS included:

1. Developing a strategy for the implementation of the socialization of the Internal Quality Assurance System (SPMI) and the online preparation of the Graduate Quality Manual
2. Regular coordination with UPM was required.
3. Coordination with faculty leaders regarding the SOP preparation was necessary.
4. Team coordination was important regarding the storage of updated instrument data.

Attachment

- Link for SOP of Skripsi (Undergraduate thesis)/article
https://statik.unesa.ac.id/profileunesa_konten_statik/uploads/fbs/file/52b7fb5-3338-4f93-a45a-0a4ba74c93bc.pdf
- Link for SOP of USS/US
https://statik.unesa.ac.id/profileunesa_konten_statik/uploads/fbs/file/3fec5fd5-4713-494e-9c16-11223d76b89e.pdf
- Link for instrument upgrade result
<https://bit.ly/angketFBSgasal2020>
- Photo of the quality assurance workshop flyer



Division of Data and Information System

Division of Data and Information System
<p>Description</p> <p>Job Description</p> <ol style="list-style-type: none">1. Preparing academic data and information related to study program accreditation2. Documenting the various results of activities of all GPM divisions3. Documenting academic data and information needed by all GPM divisions4. Planning and conducting customer satisfaction surveys5. Preparing reports on the results of customer satisfaction surveys and complaints, and relevant follow up activities <p>Work Programs</p> <ol style="list-style-type: none">1. Preparing data and information related to the accreditation of Study Programs at FBS2. Documenting all GPM activities3. Planning and reporting customer satisfaction surveys4. Creating customer complaint reports
<p>Program Highlights</p> <p>Activities that had been implemented included:</p> <ol style="list-style-type: none">1. Preparing structured and systematic data and file management. This file management aimed to make UPM easier to access the files required. This file management was set up in the GPM Google drive account, namely gpm.fbs@unesa.ac.id2. Assisting the preparation of the online Field Assessment of five study programs, especially assistance related to data and information systems.3. Providing evaluation and reminding study programs that had not uploaded files on SIMPPM.4. Providing data needed by UPM such as Renip, Renop, Strategic Plan, SK for the Establishment of 41 Faculties, SK GPM-UPM 2019-2020, as well as

other data stored on GPM's G-drive that could be downloaded by the entire UPM team.

5. Carrying out customer satisfaction surveys. The targets of this survey were; students, lecturers, and education staffs (admin). Each survey target filled out a satisfaction questionnaire provided in Siakadu system. The procedure covered:
 - a) SPM compiled a list of questions for customers. Then, the questions were distributed through Siakadu system. The survey target filled out a questionnaire in Siakadu.
 - b) The collected data were processed by the data division and information system in accordance with the respective GPM/faculties.
 - c) The processed data were then responded to through a faculty leadership meeting with GPM resulting in an RTL (Follow-up Details).

Risk Summary

There were archiving problems at the study program and faculty level. The main obstacle was an inefficient time management so that filing was not done immediately.

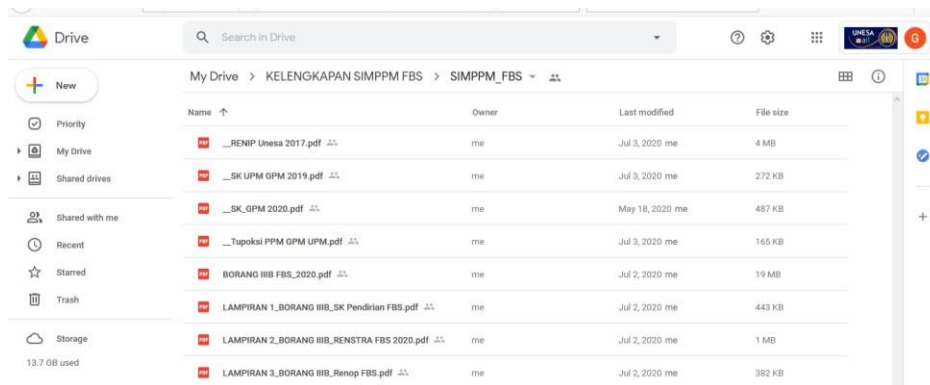
Lessons Learned

Evaluation and RTL:

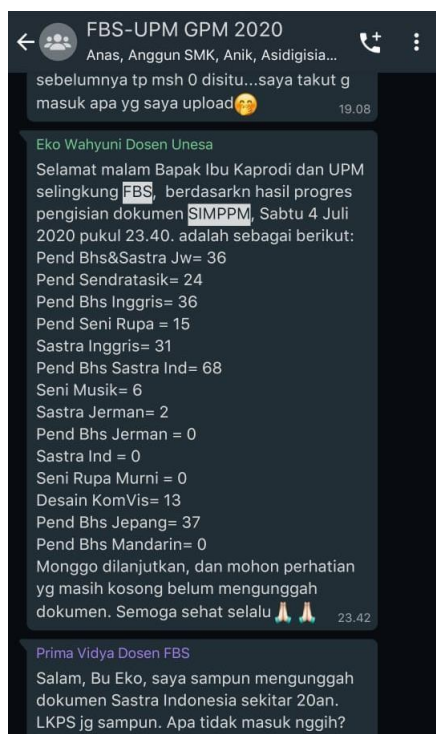
1. Regular coordination between GPM and UPM was needed.
2. Communication to the Dean for the follow-up details of the results of the customer satisfaction survey through the FBS GPM Management Review Meeting was required.

Attachment

1. Link for Online Lecture Questionnaire
<https://bit.ly/AngketKuliahDaringDosenFBS>
2. Picture 28. Data required by UPM/Program Study to be uploaded to SIMPPM.



3. Screenshot of Reminder from GPM for UPM to upload data on SIMPPM, delivered at WAG FBS-UPM GPM 2020
4. Google drive link for completed SIMPPM data at bit.ly/simppmFBS



5. Screenshot of GPM G-drive

