

QUALITY ASSURANCE

ANNUAL REPORT

2019



FACULTY OF LANGUAGES AND ARTS

STATE UNIVERSITY OF SURABAYA

2019

APPROVAL SHEET

QUALITY ASSURANCE ANNUAL REPORT FACULTY OF LANGUAGES AND ARTS

Team :

1. Dianita Indrawati
2. Eva Rahmawati
3. Muh. Ariffudin Islam
4. Agus Ridwan
5. Rusmiyati
6. Nunuk Giari Murwandari

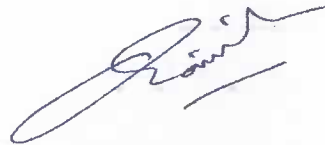
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Acknowledged by,
Vice Dean of Academic Affairs

Surabaya, 30th December 2019
Coordinator,



Dr. Mintowati, M. Pd.
NIP 196103231986012001



Dr. Dianita Indrawati, S.S., M. Hum.
NIP 197606162008012014



Dr. Trisakti, M.Si.
NIP 196509281991032001

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GPM FBS UNESA PERFORMANCE REPORT 2019

Quality Assurance Division (GPM) has to maintain the quality of all activities in relation with the fields of education, research, and community service. GPM FBS Unesa is in charge of maintaining the quality of fifteen study programs.

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 the quality manuals and procedures of universities and faculties. The Quality Assurance Division (GPM) is directly responsible to the Dean and Vice Dean for academics. GPM has four divisions namely Internal Quality Assurance System, Accreditation, Learning Monitoring and Evaluation, and Information and Data Divisions.

In this regard, GPM, through its divisions, has several Work Programs, which include: 1) Quality Assurance Division: Adjusting PM to current conditions, Conducting socialization and SPMI Workshops at the study program level, Preparing Study Program Quality Standards and SPMI-based AMI assistance; 2) Accreditation Division: Assisting the study program re-accreditation, Assisting visitation of accreditation forms, Preparing assistance for study program accreditation that will expire in 2020, Conducting socialization of Sapto 9 Criteria and Revision of FBS Forms; 3) Internal Monitoring and Evaluation Division: Coordinating and implementing learning monitoring and evaluation and preparation of learning monitoring and evaluation reports, Implementing internal monitoring and evaluation (Learning and Curriculum), ACKP 2019, and Preparation of ACKP 2019 reports; 4) Data and Information System Division: Developing instruments, Conducting surveys/data collection and data processing, and Generating reports. The biggest activity in 2019 was the preparation of faculty accreditation reports..

Division of Accreditation

| Division of Accreditation |
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| <p>Description</p> <p>Primary Responsibilities and Functions:</p> <ol style="list-style-type: none">1. Preparing data for national and international accreditation forms2. Assisting the preparation of study program accreditation forms and self-evaluation3. Coordinating the assignment of internal assessors at the faculty level with SPM4. Reviewing and checking physical evidence of study program accreditation forms and self-evaluations and faculty forms <p>Work Programs</p> <ol style="list-style-type: none">1. Assisting the preparation of Study Program form documents reaccredited in 20202. Compiling faculty forms |
| <p>Program Highlights</p> <p>The preparation of faculty forms was carried out maximally with faculty form documents that were ready to be uploaded in SAPTO (Online Higher Education Accreditation System).</p> |
| <p>Risk Summary</p> <p>Assistance in the preparation of the study program accreditation report had not been carried out due to insufficient time and energy left after preparing the faculty forms.</p> |
| <p>Lessons Learned</p> <p>There must be a coordination between Dean, GPM, and UPM for the implementation of assistance in preparing accreditation forms for faculties and study programs.</p> |

Division of Quality Assurance System

| Division of Quality Assurance System |
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| <p>Description</p> <p>Primary Responsibilities and Function:</p> <ol style="list-style-type: none">1. 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: Adjustment of PM to current conditions, socialization of SPMI at the study program level, SPMI Workshop, and preparation of Study Program Quality Standards, SPMI-based AMI |
| <p>Program Highlights</p> <ol style="list-style-type: none">1. SPMI socialization and workshops had been conducted well.2. Socialization and changes in the documentation procedure for the transition from ISO to SPMI and workshops based on Planning, Implementation, Evaluation, Control, Improvement (PPEPP) had been carried out. |
| <p>Risk Summary</p> <p>Changes from ISO to SPMI, making the process of data documentation, and existing instruments and Quality Procedures (PM) required adjustments. It took a long time to organize the documents.</p> |
| <p>Lessons Learned</p> <p>Aspects to be evaluated and suggested for GPM FBS:</p> <ol style="list-style-type: none">1. Intense communication between faculty leaders and the quality assurance team regarding SPMI2. Routine coordination between divisions in GPM that needs improvement3. Making a schedule related to the documentation of data and quality assurance instruments |

Division of Internal Monitoring and Evaluation

| Division of Internal Monitoring and Evaluation |
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| <p>Description</p> <p>Primary Responsibilities and Functions:</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 scheduling coordination and providing direction to assessors/auditors.2. Preparing reports on the implementation of monitoring and evaluation activities <p>Work Program:</p> <ol style="list-style-type: none">1. Carrying out monitoring and evaluation of learning processes every semester2. Conducting a curriculum audit3. Conducting audits of leadership performance achievements |
| <p>Program Highlights</p> <ol style="list-style-type: none">1. From the results of the curriculum audit, several study programs already had complete curriculum documents and can maintain the systematicity of documenting their data.2. For audits of leadership performance achievements, official documents regarding managerial implementation were available along with documentary evidence regarding their implementation. Vision and mission documents were also available and were derived from the university. Results:3. Implementation of learning monitoring and evaluation of even semester 2at 018/20194. Implementation of learning monitoring and evaluation of odd semester at 2019/2020 |
| <p>Risk Summary</p> <p>Implementation of curriculum audits and audits of leadership performance achievements encountered difficulties in terms of different perceptions between auditors and auditees regarding the documents that study programs must have.</p> |
| <p>Lessons Learned</p> <ol style="list-style-type: none">1. Common perception between the quality assurance team, auditors, and auditees regarding the suitability of documents expected by study programs regarding curriculum and leadership performance was required to be generated.2. Study Programs needed to complete documents related to the curriculum, including learning achievement documents from associations, tracer study documents, and course matrices.3. Documents related to leadership performance must be always documented and archived in an order manner.4. Based on the results of monitoring and evaluation of learning, problems related to learning evaluation needed to be considered and followed up by the Head of Study Program so that lecturers were willing to evaluate their learning process. |

Division of Data and Information System

| Division of Data and Information System |
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| <p>Description</p> <p>Primary Responsibilities and Functions:</p> <ol style="list-style-type: none">1. Documenting the results of all GPM divisions' activities2. Planning and conducting customer satisfaction surveys3. Making reports on the results of customer satisfaction surveys and complaints4. Following up the report to the related field/work unit <p>Work Programs</p> <ol style="list-style-type: none">1. Preparing and archiving data and information related to the accreditation of Study Programs at FBS2. Documenting control and destruction3. Planning and reporting customer satisfaction survey |
| <p>Program Highlights</p> <p>The most important program in this division was the customer satisfaction survey. The targets of this survey were students, lecturers, and education staffs (admins). Each survey target fills out a satisfaction questionnaire that had been provided in Siakadu system. The activities that had been undertaken covered:</p> <ol style="list-style-type: none">1. Conducting a quality document control and destruction of expired documents2. Developing customer satisfaction instruments3. Carrying a satisfaction survey |
| <p>Risk Summary</p> <p>Work programs that could not be implemented include data processing and making reports of customer complaints and follow ups to related fields/work units</p> |
| <p>Lessons Learned</p> <p>Evaluation and RTL:</p> <ol style="list-style-type: none">1. Regular coordination with UPM is required.2. An integrated system with Siakadu was needed, so that the satisfaction survey was easier to carry out.3. Communication between the Dean, the Head of study programs, and GPM regarding the details of the follow-up to the results of the customer satisfaction survey through the Management Review Meeting (RTM) was necessary. |