



3<sup>rd</sup> Dean's Forum 2016, Universiti Kebangsaan Malaysia, Kuala Lumpur

# SHARING OF BEST PRACTICES IN THE AREA OF TEACHING & LEARNING

Christina Avanti

University of Surabaya (UBAYA)



**UBAYA**  
UNIVERSITAS SURABAYA

**TO BE THE FIRST UNIVERSITY  
IN HEART AND MIND**



# **UBAYA teaching and learning quality assurance - Teacher's GPA**

Christina Avanti, Ph.D.



**UBAYA**  
UNIVERSITAS SURABAYA

# BACKGROUND OF THE SELECTED ACTIVITY/PROGRAM

- Ubaya is a private teaching institution with high reputation for its quality on teaching and learning process.
- The development of this institution facing challenge on greater diversity of courses and the variety of teaching and assessment methods
- Ubaya should continue to provide and to pursue excellence in teaching and learning.
- Quality assurance is the most important tools for getting into the goal
- Previous: human work load is huge and prone to human error

(eg input learning questionnaire, a questionnaire for all units were being inputted manually by the operator or part-time workers)

- Need to be supported by Online Information System in Quality Assurance.

# UBAYA QAM development

|      |  |
|------|--|
| 2005 | Launching Quality Assurance Unit<br>Develop KPI and Strategic Plan 2004-2011;  |
| 2006 | Monevin Strategic Plan and Operational Plan (SPP)  |
| 2007 | Launching Learning Questionnaire → <b>Learning Subject and Teacher Teaching Index</b>  |
| 2009 | ISO 9001:2000 certification for 7 supporting units (administrative units)  |
| 2010 | Upgrading into ISO 9001:2008 and expansion of the scope dan perluasan scope for all supporting units                                     |
| 2011 | QA unit has changed into Directorate of Quality Assurance and Internal Audit by adding financial and inventory audit leads by a Director |





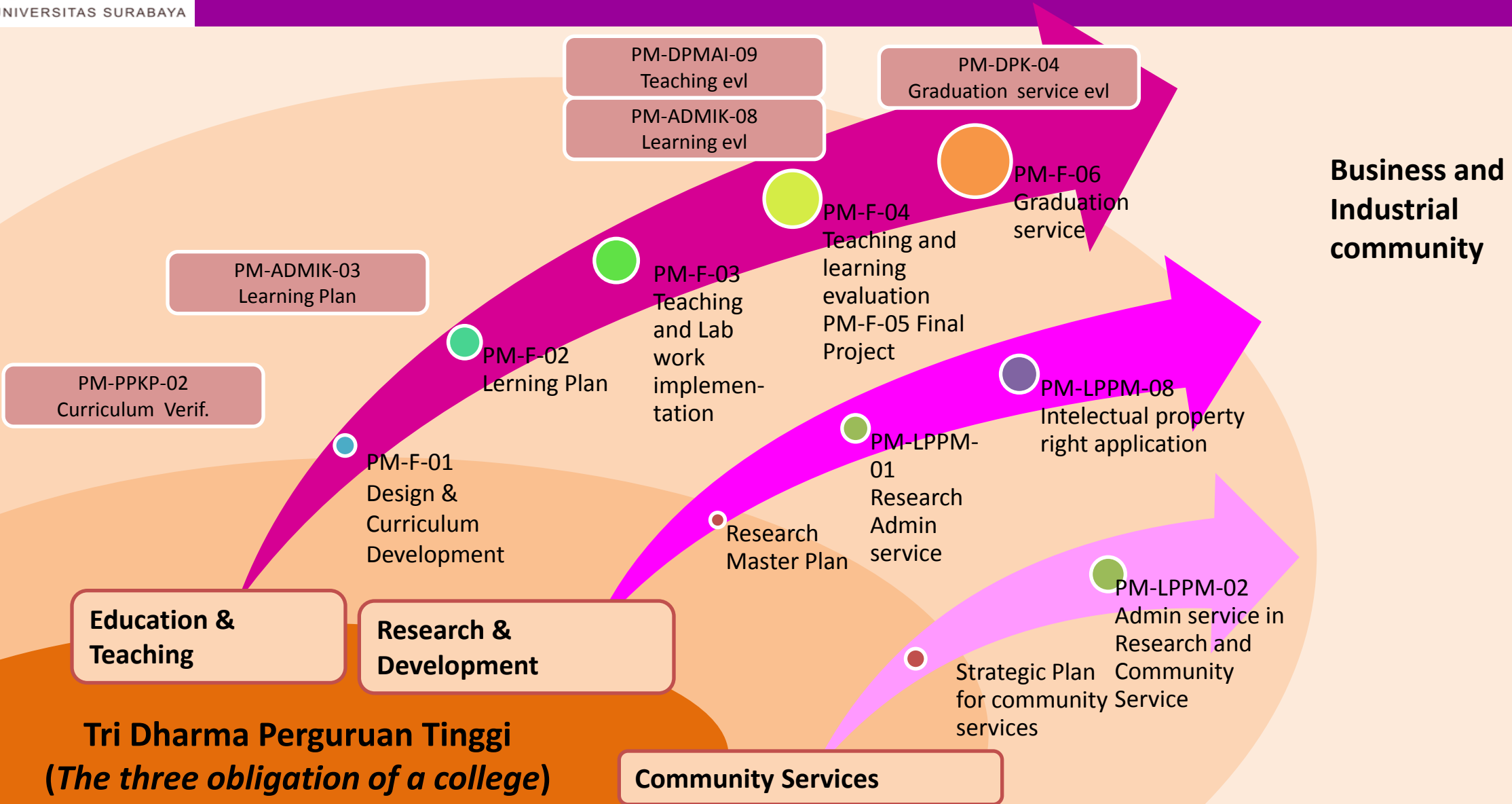
# UBAYA QAM development (2)

|      |  |
|------|--|
| 2012 | ISO 9001: 2008 recertification<br><b>Developmen of IT-based QAM (online via my.ubaya.ac.id)</b>  |
| 2013 | Expansion of ISO with IWA-2: 2007 for certification of academic units – Bachelor program   |
| 2014 | Expansion of ISO with IWA-2: 2007 for profession and master program S2<br>→ <b>all working units were certified;</b><br>ISO 17025 for CDEA Laboratory<br><b>Receiving SNI Award</b> from BSN<br>Indonesian National Standard Award 2014 from Board of National Standardization |
|      | ISO 9001: 2008 Recertification for all working units<br><b>Receiving SNI Award</b> from BSN<br>(Gold Category)<br><b>Launching Ubaya Quality Management System (UQMS)</b>  |
| 2016 | <b>Receiving SNI Award</b> from BSN<br>(Gold Category)<br>2 <sup>nd</sup> Year UQMS  |





# Plan and service management



**Tri Dharma Perguruan Tinggi**  
*(The three obligation of a college)*

# Online Information System in Teaching and Learning Quality Assurance



**MyUBAYA** Home Fitur Setting Logout

**Dokumen SMM**

- Masterlist Dokumen
- Masterlist Dokumen Terkait

**Panduan**

- Panduan Penggunaan

**Administrasi**

- Rekap Dokumen SMM
- Rekap BDU Belum Verifikasi
- Tambah Dokumen
- Tambah Revisi Dokumen
- Edit Dokumen Resmi
- Edit IK
- Edit FM
- Edit RM
- Edit Dokumen Terkait
- Batalkan Dokumen Resmi

**Akademik**  
Data Kelas Ajar, Presensi Mengajar, Pencarian Data Mahasiswa, Kewajiban Mahasiswa, Tugas Akhir,

**Lembaga Penelitian dan Peng Kineria, Proses Pengaluan,**

**Sumber Daya Manusia**  
Data Pribadi, Presensi (Finger Print),

**Keuangan**  
Gaji Online, Presensi Mengajar, Honor Tugas Akhir, Honor Perkuliahan, Vakasi Ujian, Sumbangan Pendidikan Keluarga, Insentif Uang Makan, Uang Lain-Lain,

**Sistem Informasi Manajemen**  
Penggunaan Telepon, Laporan Online, Dokumen Online, Pesan, Info Manajemen, Telepon Extension, Software,

**Sistem Manajemen Mutu**  
Renstra & SPP, Dokumen SMM, Audit, Monitoring, AMAIPS, AIPT, Laporan Ketidaksesuaian SMM, Kuesioner Kepuasan Pelanggan,

**Kuesioner Pembelajaran**  
Periode Kuesioner, Hasil Kuesioner Pembelajaran, Rekap LK,

**Perpustakaan**  
Buku Dipinjam, Skorsing, Buku Label Hijau

**Lain-Lain**  
Daftar Karyawan,

**Koperasi**  
Profil, Riwayat Simpanan, Riwayat Pinjaman,

**Academic: Teaching classes, teaching attendance, students data, student obligations, final project.**

**Learning questionnaire: period of the questionnaire, learning questionnaire results, conformity report**



# STRENGTH OF THE SELECTED ACTIVITY/PROGRAM

- Priorities for staff and institutional development in relation to learning and teaching are identified during each of the processes used to monitor and review performance in learning and teaching
- to attract staff and students from wide variety of backgrounds, and meet the challenges posed by the growing diversity of pre-university education;
- to create a climate that teaching is greatly appreciated and where pedagogical issues, such as the development of teaching and assessment methods, is the subject of a regular, well-informed debate;
- to monitor, maintain and strive to improve the standard of teaching provision in order to ensure that UBAYA consistently offer the highest quality of education;



# LEARNING SUBJECT INDEX

https://my.ubaya.ac.id

MyUBAYA Home Fitur Setting Logout Dr. Dra. R.R. Christina Avanti, M.Si., Apt.(199014)

SIP

Laporan

- Detail MK Buka
- IPK MK Buka
- IPK Dosen Per Semester
- Rekap IPK Dosen
- Rekap Saran & Kritik Dosen
- Rekap Saran & Kritik MK

Laporan Ketidaksesuaian

- Rekap LK
- Rekap MR
- Lap. Prosentase Thn
- Lap. Prosentase Unit

Daftar Mata Kuliah Buka

Filter Laporan

Semester Genap 2015/2016

Jurusan 1101 Farmasi

Filter

Menampilkan 10 data

| KodeMK | Nama MK                           | Σ KP | Σ Kuesioner | Tgl Proses   | Detail/IPK MK                               |
|--------|-----------------------------------|------|-------------|--|---|
| 116228 | ANALISIS FISIKO-KIMIA II          | 6    | 327         | K (29/07/2016 09:52:45)                            | K <sub>A</sub> = 3.93                       |
| 117231 | ANALISIS FISIKO-KIMIA III         | 1    | 10          | K (29/07/2016 09:52:51)<br>P (29/07/2016 09:52:51) | K <sub>A</sub> = 4.00 P <sub>A</sub> = 4.00 |
| 116472 | ANALISIS KLINIS                   | 3    | 165         | K (29/07/2016 09:52:48)                            | K <sub>A</sub> = 3.62                       |
| 116229 | ANALISIS OBAT, MAKANAN & KOSMETIK | 8    | 573         | K (29/07/2016 09:52:46)<br>P (29/07/2016 09:52:46) | K <sub>A</sub> = 3.88 P <sub>A</sub> = 4.00 |
| 111103 | BHS INGGRIS                       | 1    | 17          | K (29/07/2016 09:52:33)                            | K <sub>A</sub> = 3.93                       |
| 116590 | BIOFARMASI-FARNAKOKINETIKA II     | 7    | 636         | K (29/07/2016 09:52:50)<br>P (29/07/2016 09:52:51) | K <sub>A</sub> = 3.93 P <sub>A</sub> = 4.00 |
| 112462 | BIOKIMIA                          | 12   | 904         | K (29/07/2016 09:52:35)<br>P (29/07/2016 09:52:35) | K <sub>A</sub> = 3.98 P <sub>A</sub> = 4.00 |
| 113345 | BIOTEKNOLOGI FARMASI              | 1    | 80          | K (29/07/2016 09:52:38)                            | K <sub>A</sub> = 3.86                       |

Learning Subject Index

Teaching classes

# COURSE MATERIALS AND EXAM

## Bagian II - Materi & Ujian

| No.  | Pertanyaan   | Prosentase (%) |          |           |           |          | Skor        |
|--|--|----------------|----------|-----------|-----------|----------|-------------|
|  |  | Skala A        | Skala B  | Skala C   | Skala D   | Skala E  |             |
| 1.   | Tujuan praktikum diinformasikan di awal pertemuan<br>A. Ya<br>B. Tidak   | 5 (100.0%)     | 0 (0.0%) | 0 (0.0%)  | 0 (0.0%)  | 0 (0.0%) | 4           |
| 2.   | Struktur materi praktikum per tatap muka diinformasikan di awal kuliah<br>A. Ya<br>B. Tidak  | 5 (100.0%)     | 0 (0.0%) | 0 (0.0%)  | 0 (0.0%)  | 0 (0.0%) | 4           |
| 3.   | Faktor-faktor sebagai dasar penilaian / evaluasi diinformasikan di awal kuliah<br>A. Ya<br>B. Tidak  | 5 (100.0%)     | 0 (0.0%) | 0 (0.0%)  | 0 (0.0%)  | 0 (0.0%) | 4           |
| 4.   | Tes pendahuluan / tes lisan (apabila ada) membantu untuk lebih memahami materi praktikum<br>A. Tidak Setuju<br>B. Kurang Setuju<br>C. Setuju<br>D. Sangat Setuju<br>E. Tidak ada tes pendahuluan / tes lisan | 1 (20.0%)      | 0 (0.0%) | 3 (60.0%) | 1 (20.0%) | 0 (0.0%) | 4           |
| <b>Indeks Bagian II - Materi &amp; Ujian</b> |  |                |          |           |           |          | <b>4.00</b> |

Ex: The purpose of the courses / lab work was informed at the beginning of the meeting.  
A Agree B. Disagree

Ex: Pre-test could help better understand the subject/labwork  
A Disagree B. slightly disagree  
C. agree D. strongly disagree  
E. No pre-test in this course

# EVALUATION OF LABORATORY WORK

## Modules

### Bagian III - Modul/Petunjuk

| No. | Pertanyaan  | Prosentase (%) |          |          |            |          | Skor |
|-----|---|----------------|----------|----------|------------|----------|------|
|     |   | Skala A        | Skala B  | Skala C  | Skala D    | Skala E  |      |
| 1.  | Tujuan kegiatan praktikum tertulis secara jelas pada modul / petunjuk praktikum<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju               | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) | 0 (0.0%) | 4    |
| 2.  | Langkah-langkah kegiatan praktikum tertulis secara jelas di dalam modul / petunjuk praktikum<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju  | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) | 0 (0.0%) | 4    |
| 3.  | Terdapat perbaikan (update) modul / petunjuk praktikum dari modul tahun / semester sebelumnya<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) | 0 (0.0%) | 4    |

*Indeks Bagian III - Modul/Petunjuk Praktikum*

### Bagian IV - Bahan dan Peralatan

**Ex: 3. laboratory equipment were working properly**  
**A strongly Disagree B. Disagree**  
**C. slightly disagree**  
**D. agree E. strongly agree**

## Materials and equipment

### Bagian IV - Bahan dan Peralatan

| No. | Pertanyaan   | Prosentase (%) |          |          |            |          | Skor |
|-----|--|----------------|----------|----------|------------|----------|------|
|     |  | Skala A        | Skala B  | Skala C  | Skala D    | Skala E  |      |
| 1.  | Bahan-bahan yang dibutuhkan untuk praktikum tersedia/lengkap<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju                                   | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) | 0 (0.0%) | 4    |
| 2.  | Peralatan yang dibutuhkan untuk praktikum tersedia/lengkap<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju                                     | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) | 0 (0.0%) | 4    |
| 3.  | Peralatan praktikum berjalan dengan baik<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju   | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) | 0 (0.0%) | 4    |
| 4.  | Terdapat langkah-langkah keamanan bila suatu saat terjadi kesalahan penggunaan bahan/peralatan<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) | 0 (0.0%) | 4    |

**Ex: 1. the goals of lab activities were clearly written in modules / lab user guideline**  
**A Disagree B. slightly disagree**  
**C. agree D. strongly disagree**  
**E. No pre-test in this course**

# EVALUATION FOR TEACHING

Teacher's index (GPA)

Example:

**5. The questions, suggestions and complaints from the students were responded well and wisely by the lecturers**  
**A strongly Disagree B. Disagree**  
**C. slightly disagree**  
**D. agree E. strongly agree**



Teacher/lecturer

Bagian VI - Dosen Pengasuh - Ratih, S.Farm., M.Farm., Apt. [211002]

| No.  | Pertanyaan   | Prosentase (%) |          |          |           |           | Skor |
|--|--|----------------|----------|----------|-----------|-----------|------|
|  |  | Skala A        | Skala B  | Skala C  | Skala D   | Skala E   |      |
| 1.   | Dosen menyiapkan penjelasan awal tentang praktikum dengan baik<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju   | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 4 (80.0%) | 1 (20.0%) | 4    |
| 2.   | Dosen memberikan penjelasan tentang praktikum di awal pertemuan dengan jelas<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju                             | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 4 (80.0%) | 1 (20.0%) | 4    |
| 3.   | Dosen selalu berada di tempat bila terdapat kesulitan yang dialami oleh peserta praktikum<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju                | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 4 (80.0%) | 1 (20.0%) | 4    |
| 4.   | Dosen ikut terlibat membantu peserta praktikum dengan baik<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju   | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 4 (80.0%) | 1 (20.0%) | 4    |
| 5.   | Pertanyaan/Saran/Keluhan yang disampaikan oleh mahasiswa ditanggapi dengan baik dan bijaksana oleh dosen<br>A. Sangat Tidak Setuju<br>B. Tidak Setuju<br>C. Kurang Setuju<br>D. Setuju<br>E. Sangat Setuju | 0 (0.0%)       | 0 (0.0%) | 0 (0.0%) | 4 (80.0%) | 1 (20.0%) | 4    |
| <b>Indeks Ratih, S.Farm., M.Farm., Apt. 4.00</b> |  |                |          |          |           |           |      |

- SIP
- Laporan
  - Detail MK Buka
  - IPK MK Buka
  - IPK Dosen Per Semester
  - Rekap IPK Dosen
  - Rekap Saran & Kritik Dosen
  - Rekap Saran & Kritik MK
- Laporan Ketidaksesuaian
  - Rekap LK
  - Rekap MR
  - Lap. Prosentase Thn
  - Lap. Prosentase Unit
  - Rekap Nilai MK

### Rekap Saran Kuesioner Per Dosen

Filter Laporan

Semester

BDU

Filter

Excel PDF

Menampilkan 10 data Filter:

| Foto  | NPK    | Nama   | Saran |
|---|--------|--|-------|
|    | 182017 | Dra. Lucia ... W., M.Si., Apt.                 | 76    |
|   | 187020 | Dr. D. S. Antonius Ad... Setiadi, M.S., Apt.   | 32    |
|  | 199015 | Aguslina ... ti, S.Si., M.Kes., Ap             | 59    |
|  | 208019 | Dr. Amelia Lorensia, ... Farm-Klin.,Apt.       | 16    |
|  | 210004 | Dian Natasya Raharjo, S.Farm.,M.Farm-Klin.,Apt | 33    |

Summary of suggestions for lecturers

Name of lecturer

Number of suggestions

# Suggestions for lecturer

Name: Dr. XXXXXXXXX Number 19901x

| KodeMK | Nama MK                   | Saran  |
|--------|---------------------------|--|
| 112462 | BIOKIMIA                  | Menarik detail banget untuk menjelaskan  |
| 112462 | BIOKIMIA                  | Semua di jelaskan secara detail  |
| 112462 | BIOKIMIA                  | Menjelaskan dengan detail  |
| 112462 | BIOKIMIA                  | Terima kasih untuk segala bentuk ajaran yang tlg diberikan kepada saya pribadi bu, ibu terbaik |
| 112462 | BIOKIMIA                  | Menjelaskan dengan detail  |
| 112462 | BIOKIMIA                  | Apabila dalam pembahasan harus diaplikasikan dengan benda keseharian agar lebih dimengerti     |
| 112462 | BIOKIMIA                  | banyak2 sabar ya bu sama kami mhs  |
| 112462 | BIOKIMIA                  | banyak2 sabar ya bu sama kami mhs yg suka rame sendiri saat ibu menerangkan :)                 |
| 112463 | FARMAKOLOGI-TOKSIKOLOGI I | banyak2 sabar ya bu sama kami mhs yg suka rame sendiri saat ibu menerangkan :)                 |
| 112463 | FARMAKOLOGI-TOKSIKOLOGI I | banyak2 sabar ya bu sama kami mhs yg suka rame sendiri saat ibu menerangkan :)                 |
| 112463 | FARMAKOLOGI-TOKSIKOLOGI I | sudah bagus  |
| 112463 | FARMAKOLOGI-TOKSIKOLOGI I | sudah bagus  |
| 112462 | BIOKIMIA                  | suda baik  |
| 112463 | FARMAKOLOGI-TOKSIKOLOGI I | suda baik  |

**Ex: Need an explanation by using objects or daily application to make it more understandable**

# Learning Conformity Report

http://m=qaSip&d=LKA&o=detailKomplain&id=1519

Search

☆ 📁 🛡️ ⬇️ 🏠 ☰

Tgl lapor : 11-02-2016  
Semester : Gasal 2015/2016  
Mata Kuliah : FARMASI KLINIS II (117474 - Kuliah)

Dosen : Teacher Name, Number, and E-mail

Nisbi : Total Mhs= 164.  
A=9. AB=14. B=26. BC=31. C=27. D=46. E=11.  
Total Mhs tanpa E\*=164.  
E\* (Tilang dengan Nilai E) tidak dihitung sebagai jumlah mahasiswa di bawah ketentuan nilai maupun jumlah pembagi.  
Nilai K tidak dihitung di bawah ketentuan nilai. Mahasiswa yang tidak mengikuti UTS atau UAS dan mendapatkan nilai D atau E tidak dihitung di bawah ketentuan nilai.

Laporan Ketidaksesuaian : Dear Dr. ....(Teacher Name)

Berdasarkan hasil kuisioner pembelajaran yang telah dilaksanakan banyaknya mahasiswa mendapatkan nilai nisbi **D** ke bawah adalah sebesar **34,76%**. Kami mohon agar Bapak/Ibu menuliskan tindak lanjut laporan ketidaksesuaian tersebut melalui form di bawah ini.

Terima-kasih atas kesediaan Bapak/Ibu untuk berpartisipasi dalam meningkatkan kualitas proses belajar-mengajar berkelanjutan di Universitas Surabaya.

Direktorat Penjaminan Mutu dan Audit Internal  
Universitas Surabaya

Akar Masalah: komponen must know dalam tool assessment lebih dari 90%, seyogyanya komponen must know berada pada rentang 60-70%

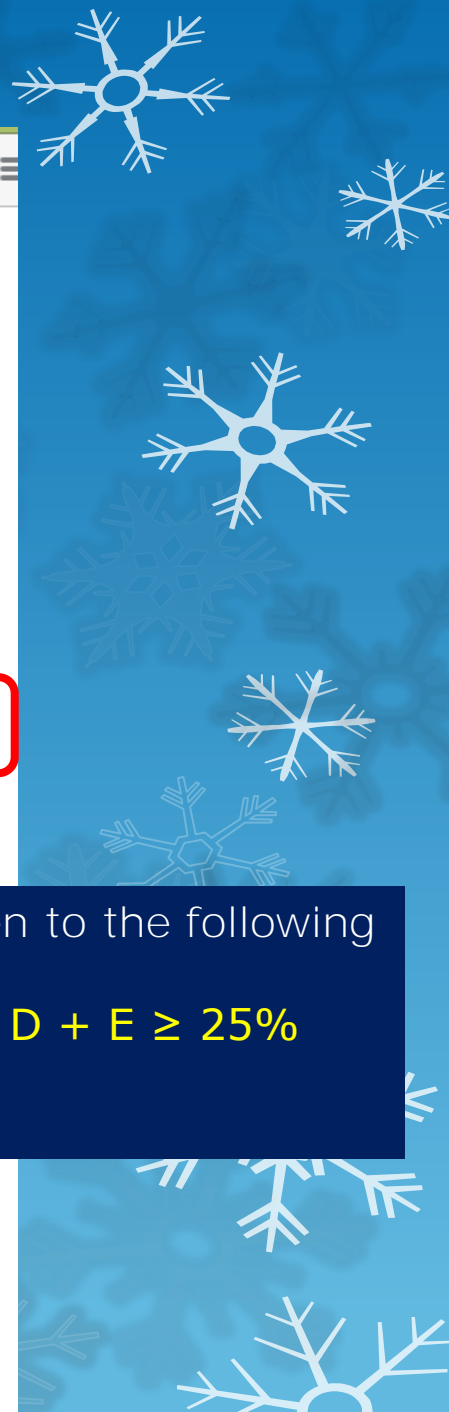
Tindakan korektif: evaluasi tool assessment untuk mencermati soal must know, should know dan nice to know

Tanggal Penyelesaian tindakan korektif: 12-02-2016

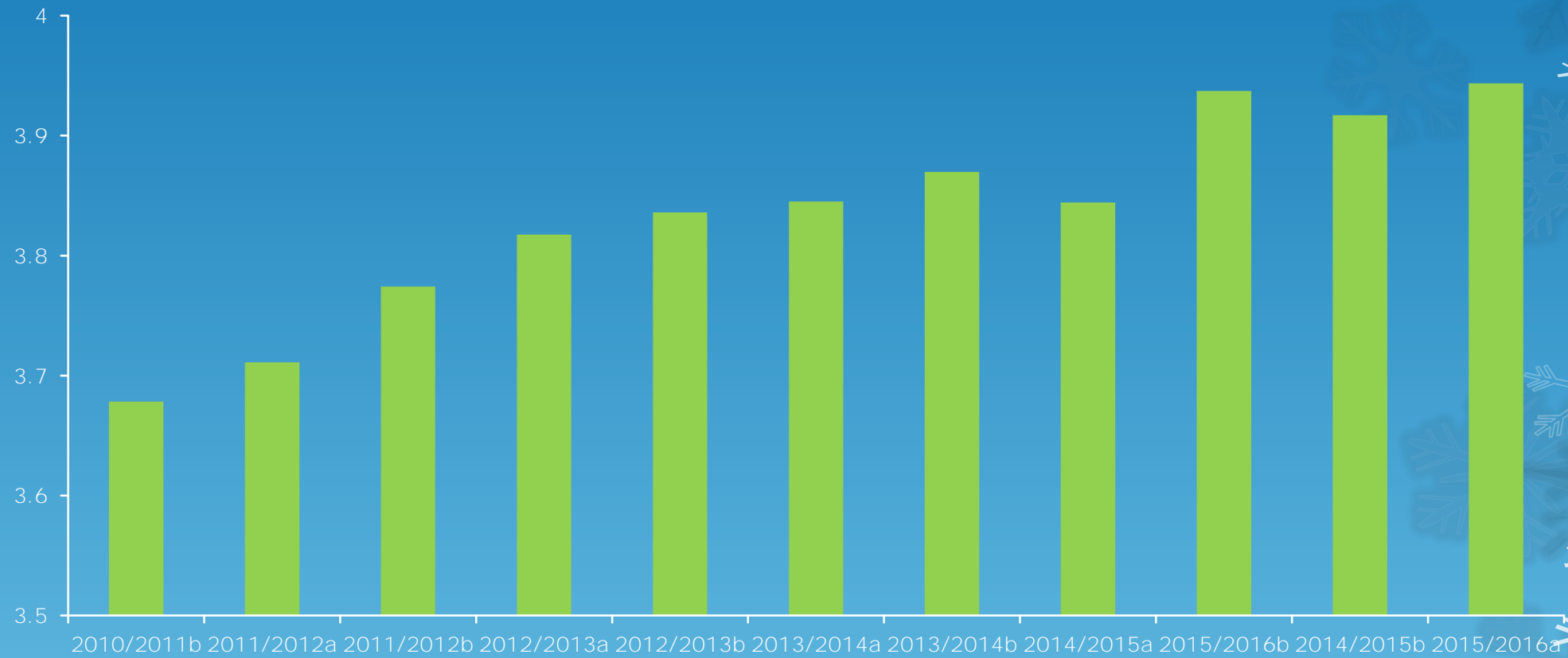
Tanggal Respon: 27-07-2016

Teacher gives analysis and corrective plan

- Learning conformity report is given to the following criteria:
- Number of students with score **D + E ≥ 25%**
  - Learning subject Index < 3.0
  - Teacher Index < 3.0



# Average Teacher's index (GPA)





# IMPACT OF THE SELECTED ACTIVITY/PROGRAM TO STAKEHOLDERS

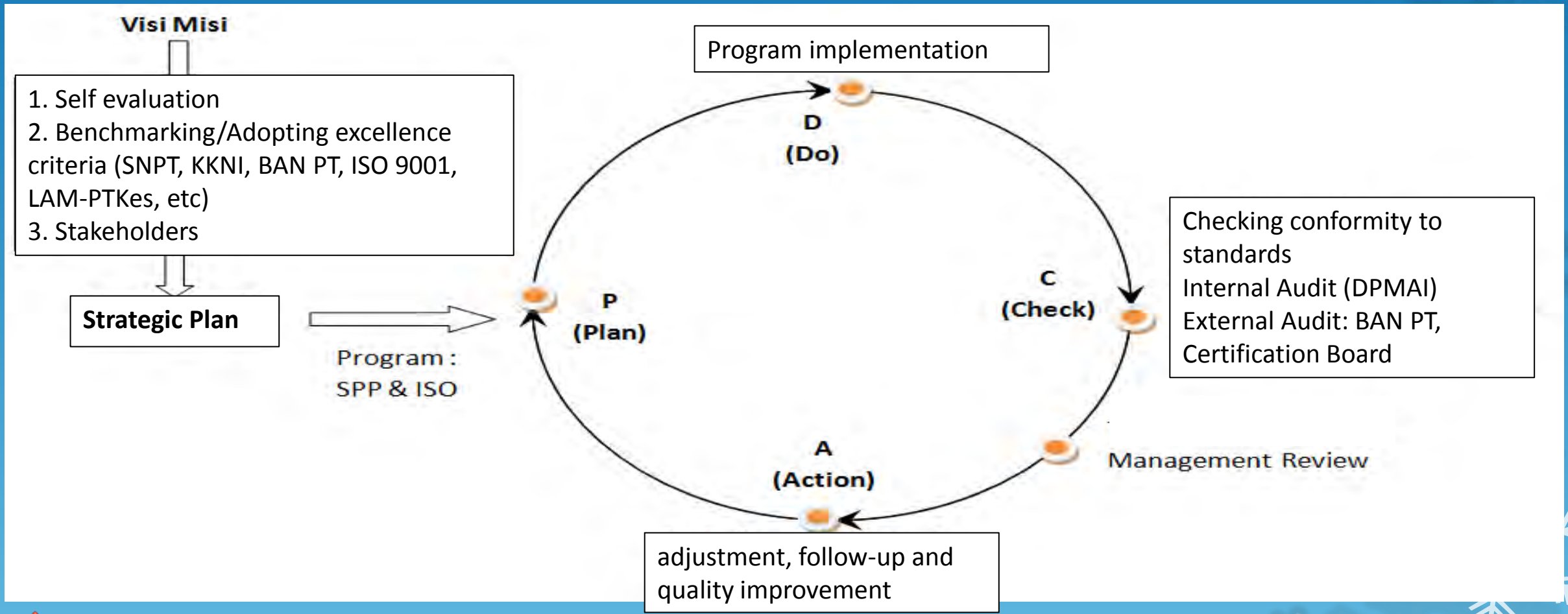


| Wilayah     | PTS Lokal Terfavorit |
|-------------|----------------------|
| Jabodetabek | USAKTI               |
| Bandung     | Unpar                |
| Semarang    | Udinus               |
| DIY         | U11                  |
| Surabaya    | Ubaya                |
| Medan       | UISU                 |
| Makassar    | UMI Makassar         |

Peringkat versi Tempo



# UBAYA QAM cycle and sustainability



# Sustainability: UQMS Award

- Conducted every year since 2015.
- Participants are the working units Peserta divided into the categories: Big, medium, small units
- Award is given on Ubaya Anniversay Dies Natalis March 11th



# CHALLENGES FACED AND SUGGESTIONS FOR IMPROVEMENT



Ensuring quality higher education is one of the most important things we can do for future generations.



**Ron Lewis**  
American Politician

QUOTEHD.COM

Born 1945