New author comments in the Review Forum - 1015787

Frontiers in Education Editorial Office <education.editorial.office@frontiersin.org>

Fri 12/2/2022 9:00 AM

To:Lamhot Naibaho <lamhot.naibaho@uki.ac.id>

Dear Dr Naibaho,

New comments were just posted by author AGUS PURWANTO, for the manuscript "Evaluation of the Quality of Online Learning During the Covid-19 Pandemic: An Empirical Study in Indonesian University".
Please visit the discussion forum to review these comments within the next few days:
https://review.frontiersin.org/review/bootstrap/55dac28a-8a48-439b-8420-53b6778169b6

You should then take one of the following actions:

1. Endorse publication: the authors satisfactorily addressed your comments, and you agree to be listed as a reviewer on the manuscript, if published.

2. Post comments: you have further concerns you would like the authors to address. Use the comment boxes under each review question to communicate these, and "Submit all Comments" at the end.

3. Recommend rejection: the authors are unable or unwilling to address your comments, or you have found the manuscript to contain objective errors or ethical issues that cannot be resolved. Your recommendation will be sent to the handling editor while you will remain anonymous to the authors and will not be asked to participate any further in the review process. Your report will remain available in the review forum.

When reviewing the authors' responses, bear in mind that your mandate is to evaluate the accuracy and validity of the manuscript, not its potential impact.
Many thanks for your time participating in the collaborative review process of this manuscript. You can contact us should you have any questions.

Best regards,

Your Frontiers in Education team

Manuscript title: Evaluation of the Quality of Online Learning During the Covid-19 Pandemic: An Empirical Study in Indonesian University
Manuscript ID: 1015787

Authors: Budi Utomo, Hadion Wijoyo, haudi haudi, AGUS PURWANTO, Maria Assumpta Wikantari, Yudi Nur Supriadi, Syarif Syarif and TRi Siswantini

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Frontiers Review Guidelines

✓ 1. Initial Validation   ✓ 2. Editorial Assignment   3. Independent Review   4. Interactive Review   5. Review Finalized   6. Final Validation   ✓ 7. Final Decision

INTEGRATED LEARNING AT ISLAMIC HIGHER EDUCATION INSTITUTIONS: THE VIEWS OF EDUCATIONAL LEADERS AT UNIVERSITAS ISLAM NEGERI AR-RANIRY BANDA ACEH

Safriadi Safriadi, Ahmad Faizuddin* ✉ , Yahya Don and Noor Azlinna Azizan

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⏰ NO ACTION IS REQUIRED FROM YOU

This manuscript has been rejected.

| History | ▪A▪I▪R▪A▪ ② | Manage Reviewers | Editor Active |

Date	Updates
25 Oct 2022	Article rejected by Specialty Chief Editor Terrell Lamont Strayhorn, PhD.
20 Oct 2022	Editorial Office reminded Specialty Chief Editor Terrell Lamont Strayhorn, PhD to take a final decision on the article.
12 Oct 2022	Editorial Office reminded Specialty Chief Editor Terrell Lamont Strayhorn, PhD to take a final decision on the article.
08 Oct 2022	Associate Editor Lamhot Naibaho recommended the article for rejection.
07 Oct 2022	The Editorial Office invited Alka Obadić to review this manuscript.
	The Editorial Office invited Lisa Thompson to review this manuscript.
	The Editorial Office invited Rania Zaini to review this manuscript.
	The Editorial Office invited Chanda Elbert to review this manuscript.
05 Oct 2022	Associate Editor notified that the minimal required number of reviewers has not yet been reached.
04 Oct 2022	Associate Editor notified that the minimal required number of reviewers has not yet been reached.
29 Sep 2022	Associate Editor Lamhot Naibaho accepted to edit this article.
28 Sep 2022	The Editorial Office Frontiers in Education Editorial Office invited Aline Ramond-Roquin to edit this article.
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The Editorial Office Frontiers in Education Editorial Office invited Yusrizal Yusrizal to edit this article.

01 Sep 2022   Corresponding Author Ahmad Faizuddin submitted manuscript.

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Evaluation of the Quality of Online Learning During the Covid-19 Pandemic: An Empirical Study at Indonesian University

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Abstract

The offline learning process that is normally done with lecturers cannot be accomplished during this pandemic. Students are directed to learn from home (LFH), that lecturers have to prepare teaching tools that allow students to autonomously study from home. This situation drives lecturers to change their teaching and learning strategies. Both the use of the teaching methods and the management of the teaching and learning process are essential during the learning from home activity. These efforts design to provide students to access learning material regardless of time and place during the Covid-19 emergency period.The research took place at University and the data collected from the population of the active college students referring to data from PDDikti in total

to 8.654 students thus the 450 respondents used in this research have reached the feasibility as it represents the population in the criteria.The data was collected from questionnaire. For the questionnaire, the attributes portrayed are customized with the online learning quality refers to the five Servqual dimensions. There are 17 attributes listed down on the questionnaire based on the respondent's assumption and services perception. A Likert scale is used as an assessment in the questionnaire analysis to measure the attitude, people's perspective, and perception of an event or social phenomenon. The conclusion of the research on Servqual processing shows that all 17 measured attributes produce a negative gap. It shows that there is a gap between students' perceptions and expectations in online learning. The data results prove that the overall service quality performances are in the 'very good' category, which is in the range of more than 81% of criteria values, which is 90.04%. However, the results of the IPA matrix show that the attributes of quadrant I need to be enhanced on a priority basis by providing motivation encouraging long-term interest in online lectures and understanding students' difficulties during online lectures.

Keywords: Quality, Online Learning During, Covid-19, Pandemic, Indonesian University

Introduction

The Covid-19 pandemic has affected almost all aspects of human life. Many restrictions have been settled by the government to break the chain of the virus transmission. Higher education is one of the sectors that has been most affected during the pandemic. According to Baloran et al. (2021);Casanova et al. (2022) stated that the Covid-19 outbreak had become a perfect catalyst that spurred the world of education. It is exemplified by the higher use of information technology in distance learning activities. However, there are many massive challenges in implementing the distance learning model. One of them is the readiness of the academic community who are not accustomed to a blended and fully online learning system yet.

According to Farooq et al. (2020);Giatman et al. (2020) To fulfill the students rights in obtaining the educational services during the emergency situation, the learning process is carried out through the implementation of Learning From Home (LFH) released from the official statement of the Ministry of Education and Culture Number 4 of 2020 for the Implementation of Education Policies in the Emergencies of the Covid-19 outbreak. Also, it is strongly supported by the Circular letter of the Secretary-General, Number 15 of 2020 on Guidelines for the Implementation of LFH during the Covid 19 emergency. The principle of this home learning activity is that students can access learning materials and resources regardless of time and place. This activity is expected to support the online learning process and facilitate the dissemination of material to students. According to Fahmalatif et al. (2021);Farooq et al. (2020) The offline learning process that is normally done with lecturers cannot be accomplished during this pandemic. Students are directed to learn from home (LFH), that lecturers have to prepare teaching tools that allow students to autonomously study from home. This situation drives lecturers to change their teaching and learning strategies. Both the use of the teaching methods and the management of the teaching and learning process are essential during the learning from home activity. These efforts design to provide students to access learning material regardless of time and place during the Covid-19 emergency period.

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