The Quality Control of Handling Examination in Universitas Terbuka

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Universitas Terbuka (UT) has already has its own procedure of handling the examination. The procedure has used by all parts of the management in UT which are involved to conduct the examination. The aim of the survey is to find out the management who are responsible to handle the examination applied the procedure of conducting examination. The survey is conducting by using the procedure of examination and the audit system applied by the Quality Assurance center of UT. Unfortunately, survey shows that there are still part of management is not proper used the procedure, especially management who are involved in preparing the test, control the process of typing, reviewers from the Faculties, printing, packing, distribution, and security of keeping the test. Beside the preparing paths, the management in Regional Offices who has to prepare the buildings, rooms, supervisors, administrations and others who have to involved in conducting the examination process.

Key words: examination, procedure, quality control

Universitas Terbuka applied open and distance learning (ODL) system since 1984. In conducting this system UT has to use quality assurance as the basic point for measured the process of achieving the excellent services and products. Conducting ODL system, UT needs to manage a very long and complicated path to provide excellent services to its stakeholders. The quality controls are stated on the procedures and steps of instruction to run the process.

The long and complicated path that UT has already done in managing the process of implementation ODL are stated in the quality procedures, developed by almost 200 staff and coordinated by UTs Quality Assurance Center. All of the procedure has already used and every unit has responsible for achieving the services and products as what the procedure asked them to do. The Auditor from Quality Assurance Center will audit each unit through the process of auditing.

The process of auditing will show to the unit and management what should be reviewed the process in achieving the excellent services and products. The management will do some improvements based on the result of quality that already done by the manager in

each unit or audit results by the auditors. UT has already implemented quality assurance for each step of its services and products.

Quality assurance

Quality assurance is the core of management in UT. It is purposed and is excellence to ensure every component in process of managing is done by following the procedure. UT realized that managing distance and open learning system is very complicated and needed to have a very tight schedule to run the system. To make all the processes run well, UT needs to develop procedures to manage the whole process appropriate to standard quality in the system of ODL. It also showed the steps to apply in doing the process. It provides steps to suit the process of services are prompt in time and conditions. The product has to be excellence since the steps of doing the process is already done based on the quality assurance procedures.

UT has a vision to become a world class distance higher education in 2021. To achieve its vision then UT has to strength its position. It has to find out its weaknesses by applying quality control in every steps of processing services and products. Many weaknesses still comes up. It found out from the process of auditing the units in applying the procedures. UT has to improve the weaknesses and strengthen.

One of the requirements on conducting the quality assurance is attending of the details. UT has showed the steps of conducting the process on achieving the excellent product and service in the procedures and steps of instruction to do the process. Planning included in determining specific levels of quality. It should fully implement at each of the steps of services and products. Planning has also included the measurable of results to be achieved. To determine the goal then checking involves testing and other objective measurements is salient, rather than mere subjective evaluation for quality. Acting means total revision for the manufacturing process in correcting technical, cosmetic flaw, and very small changes in improving efficiency and accuracy. Quality assurance verifies the customer offering to produce and offer the best possible materials, in the most comprehensive path and with the highest standards. The goal to exceed customer expectations in a measurable and accountable process is provided by quality assurance. Meanwhile, quality assurance ensured the process of efficiency and being refined to improving the cycle repeated of the services and products. It demands details of the degree in order to be fully implementing at each of the steps of products and services (Shewhart,1931).

Shewhart introduced the cycle of Shewhart. The cycle is plan, check, and act. The concept of the cycle is to continue improvement. The cycle is also called PDSA; P means Planning; D means Do; S means study; A means Act. In implementing this cycle you need to repeat because it is a cycle. It means that you have to cycle the process without ending. This cycle showed the model of continuing improvement since we have to plan, do, study, and act. It means while you plan you have to recognize the goal you need to achieve. Then you have to do what you already plan. While you do, you have to study the details of the process happened as you already plan and do. After you study,

you have to act means you have to decide what things you have to do differently base on the result of your study during the process. We have to learn from what we already done. Applying this cycle means we will recognize the plant, nourish, and harvest for improvement. Continuing improvement is the great part for quality assurance (Shewhart, 1931).

Center of Quality Assurance of UT

To meet the accountability, accreditation, competition and partnership both local and international levels UT realized that applying quality assurance in every step of its services and products is salient. UT has developed its own center of quality assurance since 2003.
The aims in developing this center in UT are followed.
a. Established a comprehensive internal mechanism which helps to ensure continuous quality improvement ranging across all operational aspects in conducting distance and open education system.
b. Met the accountability, accreditation, competition and partnership both local and international levels.
c. Improved human resource quality in implementing the learning of open and distance system

In applying the manuals, UT recruited staffs to become auditors for internal audit process. All of the staffs are called internal auditors. They have to attend a workshop to know the product knowledge of quality assurance and learn the manuals. At the end of the workshop the auditors have to do evaluation. The result of the evaluation will show the competencies of each auditor. Only the auditors who get the high level of score will get the certificate as auditor internal. The recruitment has been done very tightly to find the best quality of the auditors.

Examination

Examination is providing feedback to learners and instructors in gaining the process of learning. It also process of measuring, documenting, and interpreting behaviors which demonstrate learning (Simonson M. & cs. 2012).UT has to conduct the process of examination by using the quality procedures. The procedures are developed to gain the best feedback for UTs students and management.

UT has about 565.000 students in 2012. It means that UT has to provide examination for all the students who are spread out all over the country and abroad. UTs students are also stayed in 22 cities abroad. To conduct examination with huge of students and they are spread out in a very large place then UT has to manage by using the quality procedure of conducting examination.

Every year UT conducted four times examination. It divided in two periods 2012.1 and 2012.2. In the first period, the students who attend the examination is about 423.584 included the students abroad. In second period, the students who attend the

examination are lesser than the first period 392.056 included the students abroad. In the second period, UT has used about 19.620 rooms for the examination. Each room has to be attended 20 students. Each room should be supervised by two proctors. Thus, UT has to recruit 39.240 proctors during the examination in the second period. Besides, UT has to recruit proctors who have to mobile in the location to help the proctors in the room for delivering the examination papers and any other help the proctors in the room need. Each mobile proctor is responsible for 5 rooms. UT has to recruit about 3324 people to become mobile proctors. According to the Rector's report 2012 that there are 845 examination places (p.64). Each examination place has to be responsible by one coordinator, so UT has to recruit 845 persons for each place. Most of the coordinators are UTs staffs in its Regional Offices (ROs). Besides, UT has also recruited the coordinator for each location. Each place is usually has two locations or more for examination. It depends on the capacity of visible building available in the examination place.

The process of conducting examination in Open Distance Learning ODL system is really different to the traditional system. UT has done a very complicated process of conducting examination. The complicated process is as listed in details below.
1. Developing the test of all courses using the quality procedure of developing test, and Dean of Faculty is responsible for this process
2. Validation the item tests is responsible by Dean
3. Finalization of the test is responsible by the Dean
4. Planning the preparing process of manuscripts of the test and multiplying the manuscripts responsible by the Coordinator of Developing Manuscripts of Examination
5. Preparing the master manuscripts of test is responsible by the Head of Examination Center
6. Printing the master manuscripts is responsible by Team from Examination Center
7. Selecting each paper of the manuscripts is responsible by Team from Examination Center
8. Collating the manuscripts is responsible by Team from Examination Center
9. Storage in a special room for tentative before send to the ROs
10. Arranging the manuscripts to put them in the envelopes is responsible by Team from Examination Center
11. Packing the manuscripts to put in the box is responsible by Team from Examination Center
12. Send to the center of distribution is responsible by Team from Examination Center
13. Administrating the boxes in the distribution center before send to the ROs is responsible by the Center of Service and Learning Materials Distribution
14. Sending the boxes to the ROs is responsible by the Center of Services and Distribution of Learning Materials
15. Receiving the manuscripts of test is responsible by the Coordinator of Registration and Examination in ROs
16. Planning the need of places, locations, rooms, human resources, and administrators is responsible by the Coordinator of Registration and Examination in ROs
17. Determine the committee of the examination is responsible by Head of ROs

18. Briefing the committee about each person responsibility on conducting the examination is responsible by Head of ROs
19. Briefing the committee in each place and location is responsible by the person in charge of the places and locations
20. Distribution the manuscripts from ROs to the places and locations is responsible by the Coordinator of Registration and Examination in ROs
21. Preparing the location for rooms and proctors is responsible by the Person in Charge of location in ROs
22. Distribution the manuscript to the proctors in each room of examination is responsible by the Mobile Proctors
23. Supervising the room where the students do the examination is responsible by the Proctors in each room
24. Taking the answer sheets from each room is responsible by the Mobile Proctors
25. Giving the answer sheets in envelopes is responsible by the Mobile Proctors
26. Receiving the envelopes from each room is responsible by the Person in Charge of location
27. Collecting and checking the number of each answer sheets and the manuscripts in each envelope is responsible by the Person in Charge of location
28. Fired the manuscripts is responsible by the Person in Charge of place
29. Sending the answer sheets to the examination center is responsible by the Coordinator of Registration and Examination
30. Marking/correction the answer sheets of objective test is responsible by the Team from Examination Center
31. Marking/correction the answer sheets of essay test is responsible by the Head of ROs center of ROs which are spread in 8 ROs
32. Collecting the answer sheets which are not used in the examination and make the recapitulation from each location is responsible by the Person in Charge of location
33. Collecting the rest of the answer sheets which are not used and make the recapitulation from each of the places is responsible by the Coordinator of Registration and Examination
34. Collecting every form that already stated the information about the attendance list, form about the recapitulation of total answer sheets and other documents is responsible by the Coordinator of Registration and Examination
35. Evaluating the process of examination based on the monitoring is responsible by Head of ROs
36. Writing the report of conducting the examination is responsible by Head of ROs

Finding as Audit result in the process of preparing test and improvement on UTs Management

Most auditors found out that the storage system of the items test in Faculties is not secure. Since the system of storage is not had a standard procedure. Besides, the storage room has not had a special security system.

Other findings are the problems on scoring the students' paper of tests. Some of the students are not written their personal data properly on their answer sheets. This

problem influenced the scoring system in the Examination Center. Because of that problems then Examination Center could not able to process the students' paper tests. It means that some of the students do not get their score on time.

Based on the problems UT needed to look for solutions of that. Now, Faculty has a room to keep the items tests with special security system and also UT has its own digital printing equipment. It is the response of UTs management to solve the problem of students on writing their identifications on the answer sheet and examination paper. By using this equipment the problems of scoring tests caused by improper written personal data on the answer sheets are eliminated. However, the using of digital printings for examination paper and answer sheet in 2012 was only available in 20 ROs. It is caused by the limitation of the equipment. UT has a plan to provide this equipment in the near future, so all of the ROs will use digital printing for examination paper and answer sheet.

Finding as Audit result in Regional Offices and improvement on UTs Management

Most auditors found out that the Coordinators of Examination in ROs do not specifically select for the best Proctors because there are still found out that they did not do their job properly. It is found out that some students still cheat by open their modules, asking their friends, using Hand Phone, and discussing during the examination. Some of the Mobile Proctors do not do their job properly too because they just sit and talk with Room Proctors outside the rooms. The Room Proctors have to go their own to take answer sheets from Mobile Proctor because the answer sheets run out or broken. Auditors also meet the audio tape is not worked when the electricity down. Actually the Coordinators have to prepare the battery to anticipate the problem of electricity. Other thing that mostly auditor found out during the examination in the location is the building and rooms that hired by ROs are not appropriate to the requirements stated on the procedure. The procedure required the building should be elementary school at least however the buildings are mostly primary schools. These schools are not appropriate for the students of UT since their size are different the primary school students. It would be not convenient for them to do the examination using the desks in this kind of schools.

Auditors are also found out that most Coordinator of the Examination places do not direct to the people who have to support the services and products of examination. Not all of them are attending the meeting to get the directions from the Coordinator. Example, the Room Proctors who are supervised the examination in the second or third day do not come in the first day so they do not know what are the requirement that they have to do in the room. Since the meeting to direct Proctors only did in the first day. It also happened to the Mobile Proctors who did not come to the meeting so they do not understand their job.

UT has made some policies to eliminate the problems above. Proctors who are not eligible and they do not do their job as the procedures stated are not allowed to become Proctors in the future. Problems of using the primary schools as the place and location for examination are not easy to solve because not all places and locations have

secondary or high schools. Besides, some secondary and high schools are used by the owner when UT's examination day is held.

Conclusion

Conducting examination in ODL system is a long path and complicated. UT needs to improve continuously the process of administrating, documenting, and evaluating the examination. UT has showed the steps of conducting the process on achieving the excellent product and service in the procedures and steps of instruction to do the process. However, UT still needs to learn from the result of survey which has done through the auditing. This result already provided the weaknesses in achieving the excellent services and products that should be achieved the quality of running the process of examination.

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Paper 289

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