



REFORMULATING THE ROLE OF EDUCATORS IN ICT ERA

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Abstrak

Contribution or support of information technology toward education technology is necessarily needed to reach the learners wherever they are. Besides, it also functions to serve most learners who haven't got the chances to learn, to accomplish the need of learning in order to keep abreast of the changing times, and to improve efficiencies and effectiveness of learning and academic services. This article aims at reformulating roles and functions of educators in the era of information and communication technology (ICT). This article discusses: (1) the changing of academic advising services through ICT; (2) the ICT-based academic guidelines and advising system; (3) the advantages and weaknesses of academic advising through on-line model; (4) the ICT-based academic advising roles and services; (5) the ICT-based academic advising ethic.

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INTRODUCTION

The development of information technology gives the real impacts towards the process of academic advising and services to university students. Academic advising services is not only conducted through face to face meeting, but also through various communication and information media like telephone, internet, chat rooms, or videos which are known as cyber counseling. Information technology which is mostly used in academic advising services is internet. Through internet services, the filling of KRS can be done without meeting the academic advisors face to face.

Academic advising through internet certainly gives the positive and negative impacts. The positive one is students can do the advising process quickly and easily and the process of academic advising can be done anywhere as long as the internet media is available. On the other hand, it creates the diminishing of student and academic advisor's meeting which makes the completion of academic problems and the control of students' behavior get more difficult.

Academic advising services process through internet or on-line system has been widely applied in many schools or universities. This system gives easiness in storing data, information search, and recovering data. The easiness found in this on-line academic system does not imply that it has no weaknesses.

Some of the weaknesses are: personal data can be hijacked by other students and any hijackers can delete and change the value, randomize the programs, or tuck the bully programs since the academic information system is not protected and updated. To avoid the misuse of advising facilities through internet, it's necessary to reformulate the role of academic advisors. Reformulating roles needs the system which involves academic advisor and it's officially regulated. One important thing to control in on-line academic

service system is academic ethic. In this case, though students get the freedom to conduct academic advising through internet, the involvement of academic advisor is still needed in the term of academic document legalization and agreement.

Therefore, reformulating the role of educators in ICT (information and communication technology) era is extremely important and needed by schools or universities since it gives the following benefits; it can give the change on advising services through technology, it can be the ICT-based advising system and academic guideline, it gives the advantages and weaknesses on academic counseling through on-line model, and it gives the efficiency through ICT-based academic advising services.

RESULT AND DISCUSSION

The Changing of Academic Advising Services through ICT

Since computer entered the world of education, learning technology experienced the rapid change. Technology helps human works to be more practical and easy. Almost all works in education world can be helped by computer, starting from storing and retrieving documents to displaying them. Nowadays, computer is not only used to create documents, but also used as a very fast and cheap information media. Through sophisticated data based system, computer can display data and information which is needed through various ways of retrieving. This data based system is later used to serve many kinds of needs, like academic advising service process.

The changing of academic advising system can also change the interaction between students and lecturers. Independent students assume that the presence of lectures is no longer necessary since information and learning sources can be obtained from other sources. Some of the changes symptoms

which can be observed before and after education are as the following: information technology entered the world of

Before	After	Expectation
Face to face communication	Long distance communication	Flexible, it may integrate between the two of them.
Limited time and space	Unlimited time and space	Unlimited, but it still refers to the norms
Learning sources are text books.	Learning sources are text books and electronics	Learning sources depends on contextual matters.
Two-way interaction	Interaction is not always the case	Combination for both two-way interaction and one-way report.
Close system, only the concerned person who knows	Open system, other person can see this	Protecting the secure of the system which can't be misused by others.
Simple planning and evaluation	More complex planning and evaluation	Holistic planning, evaluation is conducted based on standard
Lecturers always monitor students' learning progress and help their difficulties	Lecturers cannot monitor and help the students	Lectures are expected to monitor students' learning progress and help their difficulties
Teacher oriented	Subject oriented	Adjusting the needs

According to Senn J (2004), information technology refers to items variation width and ability which is used to result, to save, and to spread data and information as the knowledge obtained by universe. Then, it is further explained that there are six functions of information technology, they are: to capture, to process, to generate, to store/relieve, and to transmit. Academic advising uses the function of information technology to capture students' data, and to process, to store, to deliver, and to generate those filled data.

ICT-based Advising System and Academic Guideline

The use of internet technology in academic advising service system is relatively a new system. According to Bloom, academic advising process which uses electronic devices to communicate (cyber- counseling) is a practical advising and the delivery of information occurs as counselor or advisor and student are in separated place or remote location, but it's still under controlled. Cyber-

counseling consists of two forms, electronic mail (email) and dynamic website. Advisor and student can communicate one another through email service or fill the data form via internet. The messages or problems discussed by the advisor can be delivered though they are separated in faraway places. The message through this electronic media is needed especially for data transmission (Morrisay, M. 1977).

The changing of academic advising system from the traditional one (face to face meeting) to the modern one (on-line system) needs some adjustment. Academic advisor as the person involved within the system is required to master the update academic advising technology before giving academic service to students. Even so, not all academic advisors pay serious attention to the new system and sometimes they get confused with the sudden change of technology. Therefore, the changing of academic advising system requires the readiness of academic advisors so that they can take a part in developing new technology.

Academic advising process through internet opens an opportunity for students to leave their academic advisors. Science and academic information in internet is generally far more complete than those provided by academic advisors. Likewise in guardianship process, students' data has been recorded by computer and that is why the printed and legalized data by the academic advisor is no longer needed.

Here is the importance of reformulating the role of academic advisors in academic service process. Academic advising regulation through internet becomes a very interesting issue. Some of the questions found are as the following: (1) Who will guarantee the advising result through internet?; (2) Has the advising system been considered thoroughly?; (3) Do the academics believe to accept the result of academic advising from internet?; (4) If there is a mistake on filling the data and suggestion, is there anyone who will evaluate and remind it?; (5) Can the internet become the save channeling messages?; (6) If cyber-counseling facilities are not available, where will the students and lectures can access the message?; (7) Can the academic advisors differ when someone uses him to be the other user or to fill others' data?; (8) Anticipation towards predator-typed who tends to use the internet to gain benefits from the advised-students or to deceive the advisor (Law, M.B., 2001).

Due to some questions which usually appeared when academic advising done through on-line internet, it requires a traditional assistance. The on-line academic advising through internet must fulfill some ethic requirements. Therefore, academic advising system needs to look back to the ethic and some academic requirements which are officially prevailed. This information should be known by students so they will understand the limit of academic advising authority through internet. Academic advisors and students should make an agreement on other system of academic advising instead of using internet. Students and lecturers must know the opportunities of failed technology to happen and they should be able to solve the

problems. The strengths and weaknesses of academic consultation by online model

The strengths and weaknesses of academic consultation by online model

The most often academic consultation done by internet is in supervising and learning process. In supervising process, Study Plan Card (SPC) can be performed in internet network wherever we are by opening the related university website. Secret codes (PIN) given by the students after paying tuition are used for opening SPC form page. In this sense, the students must consult with their academic supervisors before filling the SPC. The SPC is approved by them then given to the sub-devision of education to get validation in the form of stamp. Unfortunately, through the internet most students do not do this kind of validation procedure.

The uses of internet in communication between lecturers and students or in other communities definitely have strengths and weakness. Tavani (2004) states that we can learn positive and negative effects in using online way: (1) students have strength to choose their own community, but it can reduce a chance to be face-to-face between them and the lecturers; (2) students can present although the location is far away to interact regularly in the same community, but there is no tolerance in physical community; (3) internet tends to give individual freedom and enhance social and politic fragmentation (Tavani, H.T. 2004).

According to Bambang Warsita (2011), the use of learning service using internet can make it easier to get data, send news, etc. Also, he explains that there is much internet application facility, so it can support academical needs (Bambang Warsita, 2011).

In academic supervising, the most often thing happening is that if there are similar identities (students' name, course code), computer will provide similar data when calling is done. It even occurs although from different users. It is suggested for the students who have the same name to add other identities, such as students' number, study

program, etc to prevent incorrect data and important information possessed by the students.

The Role and Services of ICT-Based Academic Consultation

The final aims of education in school/university are assisting students to grow to be good-personality-human, to be able to do their work in society professionally, and to have good manner and qualified scientific competence. Therefore, it needs a conducive climate, a healthy academic society life, to attain the aims.

Lecturers/academic supervisors have essential roles in academic life of university. As one of instrumental input, academic supervisors can influence any students' activities. However, this condition never happens if there is no intensive communication between them and students. Although some of them have been represented by the computer, their presence is still required to encourage the students' interest as the subject of both active and creative learning. Amien (1995) states that to create competent graduates lecturers are called for:

- a. Being aware of the functions of the academic staffs as the facilitator in teaching learning process as well as helping the students' life.
- b. Being able to develop self-ability and continuously to excellence (focus on excellence)
- c. Performing supervising and training to the students according to their roles and functions as academic staffs.

Therefore, educators are called for their sincerity and dedication. According to Amien (1995), there are some things needed to establish ideal academic society. They are: (a) healthy, harmonious, and good relationship between members in academic society environment; (b) healthy academic norms which are harmonious with norms in the society; (c) every member in academic society (students, college students, teachers, lecturers,

employees) must understand, appreciate, and practice their roles comprehensively.

An Academic Supervisor (AS) is a teacher who is permanent, appointed, or assigned to supervise the students' assignments. The supervising aims for assisting students to develop their competence so that they get optimum results and finish their study as they expected. Academic supervisors' main role is to help the students when they study in campus. This position is irreplaceable by anyone else. There are some essential roles possessed by academic supervisors. According to academic regulations, there are some duties conducted by academic supervisors as follows.

- a. They must advise and help them to be well educated students in developing academic independence according to their field.
- b. They are responsible for adding study load taken in the beginning of every semester by the students to fill the SPC as well as for giving enough explanation on courses taking decision.
- c. They have to monitor and advise the students during the semester. Besides, they must help them solve their problems whether is academic-related or non-academic-related which are predicted to be able to bother their effort to reach their good performance. If the students have no interest, they must consult with the supervisors to find solution. The supervisors must even call them if needed.
- d. In the end of every semester, the academic supervisors should determine or decide whether the students can attend final examination.

According to the mentioned academic supervisors' duties description above, it is very obvious that not all academic services can be conducted by internet network (online). The students still definitely need their academic supervisors to help them.

The academic supervisors are still required until the students finish their study. Their interaction can be arranged by good cooperation. Regulations from academic supervisors in any universities make them have comprehensive job to help the students. However, most supervisors can only help the students in legalizing the students' SPC. When it is completed by computers, they think they that they are not needed anymore.

Actually, academic supervisors do not only give signature on the SPC in every semester. They actually have more important job, helping the students to finish their study fast. In fact, the academic supervisors have been so busy. Therefore, supervising activities can be assisted by information technology (internet). In this sense, they must provide their time for students and arrange it with them not only in SPC filling.

Supervising activities, including some suggestions needed for the students or Faculty/Study Program, can be reported to head of Faculty/Study Program. Function reformulation and academic supervisors' role can be gradually managed, starting from narrow scope (contact regulations between supervisors and students) to wide scope in study program, faculty, and university level.

ICT-Based Academic Supervisors' Ethics

Ethics are directed standard and someone's moral behavior which are expected to be followed up. Personal ethics are in term of daily activity in personal life. In academic supervising services, there is a range between ethics behavior and legal one. Ethics behavior refers to expected one, while legal behavior refers to charged one. A behavior may be legal but not ethic or it may be ethic but illegal.

Students' ethics in academic supervising is obeying prevailing academic regulations. ICT uses (e.g.: phone, sms, e-mail, facebook, etc) are conducted after a collective agreement between lecturers and students. In far scale communication, students must employ polite words. They must be able to choose the right time to phone and send text message.

There are some lecturers' ethics in giving academic supervising. They are: (a) having high moral and personality integrity as well as having big responsibility towards this nation, (b) possessing exemplary behavior and being able to be honest, objective, energetic, responsible for, and avoiding impolite words and behavior, and (c) having clannish and sense of togetherness towards all academics as well as administration staff.

In addition to the mentioned ethics, lecturers are expected to help ICT-based academic supervising services. In this sense, academic supervisors should have e-mail which can be informed to their students. Moreover, they should also use available academic information.

CONCLUSION

Academic supervising using ICT needs to be supported because it is appropriate with the future technology development. Supervising services using internet has showed positive results, faster, and more effective. Internet communication definitely saves time because lecturers must not meet students directly. Also, the students get information in wider range.

However, academic supervising using ICT needs to be guided by traditional way. It is so because some problems encountered by the students must be overcome by meeting directly. The academic supervisors' ask is not only in giving signature on (SPC) but also being charged to give consultation in non-academic case to help the students.

Thus, reformulation of educators in ICT era must consider some following aspects: a) advantages that will be gained by the lecturers and students to develop quality; b) infrastructure development cost and tools and software availability; c) operational and maintainance cost; d) good human resources to develop and manage learning network and system; e) effisience and effectiveness of academic services.

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