

	PROGRAM STUDI S1 STATISTIKA FMIPA-ITS			9-PK
	<i>Undergraduate Program Department Of Statistics FMIPA -ITS</i> Prosedur Standar Operasi mahasiswa komplain nilai <i>Standard Operating Procedures Of Student Complaints</i>			
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1. Mahasiswa mempunyai hak untuk komplain nilai ujian jika penilaian dosen tidak sesuai atau tidak benar. cara komplain adalah sebagai berikut :
Students have the right to complain if the test score assessment is not appropriate faculty or incorrect. Prosedur complaints are as follows :
 - a. Ketika berkas ujian (Tes,ETS,EAS) dikembalikan kepada mahasiswa dan jika hasil koreksi dosen atas tes atau ujian tengah semester tidak benar akibat salah menjumlah skor atau jawaban yang salah di betulkan atau jawaban yang betul di salahkan, maka mahasiswa dapat langsung complain kepada dosen ybs.
When the file has been corrected test (tests, final test, midtes), returned to the student and if the results are not correct lecturer correction due to wrong add scores or wrong answers in the fix or correct answers in the blame, then the student can directly ask or confirmation of error correction to the lecturer concerned.
 - b. Jika nilai mata kuliah sudah di publikasikan di SIM Akademik ITS (Integra.its.ac.id), maka prosedur komplain adalah :
If the subject Scor has been published in Academic SIM ITS (Integra.its.ac.id), then the complaint procedure is:
 - i. Mahasiswa melapor keberatan nilai suatu mata kuliah ke ketua program study S1 Jurusan Statistika ITS
Student submit an objection of course grade to the chairman of the study program S1 Statistics ITS
 - ii. Ketua Program Study S1 membuat berita acara keberatan dalam Form 9BAK dan mengkomunikasikan nyai dengan dosen ybs.
Chairman of Study Program S1 (CoS S1) prepare minutes objection in Form 9BAK and communicate it with the lecturer concerned
 - iii. Dosen menerima complain dan memberikan penjelasan kepada Kaprodi tentang alasan pemberian nilai dan memperlihatkan cara penilaian. Jika dosen salah memberikan skor, maka nilai di ralat dengan menggunakan formulir Ralat Nilai (10RN). Kaprodi menyampaikan penjelkasan dosen kepada mahasiswa ybs.
Lecturers receive complaints and provide an explanation to CoS S1 on the reasons of subjects grade and shows how to assess. If the lecturer gives a score, then the grde in corrected by using the form of grade Correction (10RN).
2. Skor mata kuliah yang diralat ditulis dalam Form ralat (10RN) dan ditandatangani oleh dosen ybs dan Ketua Jurusan setelah di paraf oleh Ketua Program Study S1
Scores courses revised written in Form corrected and signed by the relevant lecturer and Head of Department after initialed by the Chairman of Study Program S1
 3. Form ralat yang telah ditandatangani Kajor distempel Jurusan dan dikirim Ke Biro Administrasi Akademik oleh tenaga administrasi.
Form corrected that has been signed by the Chairman of the Department stamped and submitted to the Department of Academic Administration Bureau by administrative personnel.
 4. Mahasiswa dapat melihat hasil koreksi nilai dapat di lihat di SIM akademik ITS maksimum 2 hari setelah formulir Ralat di kirim.
Students can see the results of the correction in Academic SIM ITS BAAK one day after officers received a Correction form .

Proses pembelajaran di Jurusan Statistika ITS meliputi Perkuliahan, Kerja Praktek dan Tugas Akhir. Ada 13 Dokumen dalam proses perkuliahan, yi : 5 pedoman (CP, RP, RE, UT & R), 3 buah SOP (PBS,PCS & PK) dan 5 Formulir Rekaman (FT, DN,PA & RN) <i>The learning process in the Department of Statistics ITS include Lecture, Practical Work and Final Project. There are 13 documents in the lecture, ie: 5 guidelines (CP, RP, RE, UT & R), 3 pieces of SOP (PBS, PCS & PK) and 5 Records Form (FT, DN, PA,BAK& RN)</i>										
1-CP	2-RP	3-RE	4-UT 4A-R	5-PBS	6-FT 6A-DN	7-PCS 8-PA	9-PK	10-RN	9A-BAK	✓
1-Capaian Pembelajaran <i>Learning Outcome</i>	2-Rencana Pembelajaran <i>Learning Plan</i>	3-Rencana Evaluasi <i>Evaluation Plan</i>	4.Uraian Tugas <i>Assignment Description</i> 4A.Rubrik/Rubric	5-Prosedur Membuat Soal <i>Script Test prosedur</i>	6.Format Tes/Script: Tests Form 6A. Daftar nilai/ <i>List of Grade</i>	7-Prosedur Cek soal /Checking <i>Parosedur</i> 8-pemeriksaan asesmen/ <i>Assessment</i> Checking	9.prosedur komplen/Complaint SOP 9A.Berita acara Komlen/Recording of SCC 10. Formulir ralat/Correction Form/ SCC =Score Course omlaint			