

The Developing Of e-Consultations For Effectiveness of Mentoring Academy

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Abstract - *e-Consultations is one of the technology trends that could not be separated from the internet, e-Consultations are an alternative media that can be used to the consultation, online consultation which would further be easier because not limited by time and place, but all of these activities can konultasi properly recorded and can be reused at any time. Seeing the advantages of e-Consultations so the authors try to apply it in the process of academic guidance contained withing the campus, as an important tool, sometimes many academic coaching problems, such as meeting duration and schedule of meetings between students and lecturers, with the implementation of e-Consultations expected to assist students and faculty in academic mentoring activities.*

Keyword: *e-Consultations, academic guidance*

Introductions

Process of teaching and learning activities in higher education in Indonesia contains many kinds of activities one of which is academic coaching, this activity is intended to develop skills for education students, student need direction and academic guidance, so they can finish their education well, and the media to consult if there are any problems in the subjects, that's why we set a lecturer as academic advisor (PA) for a number of students. Academic supervisor was appointed lecturer by the head of the study program and he/she is given some task to guide some students who aim to help students complete the study as efficiently as possible in accordance with the conditions and potential of the individual student.

Students are required to meet the ideal achievement of credits each semester, so the time for studying can be finished on time. By the government rules as the implementation realization national education system that we called as administrator member (teachers, lecturers, tutors, facilitators) as mentors, trainers and facilitators (Miarso, 2004: 51) From this it can be clearly seen that the position of lecturer, where as a teacher, educator,

and also as a mentor for the students. Especially, more and technical, it can be said as an academic supervisor for the student.

However, most of the intensity guidance the student and the supervisor is not running as it should be because of time, place, and students' comfortable so they can share their problem maximuly also include their personal in conducting guidance remains face (right) did not go well. whereas, in such a case is not expected by the students.

From the previous data of the previous observation obtained more than 60 percent of students feel less equally effective in the process of academic guidance. Due to various constraints such as poor communication, not being recorded material from the consultation and the consultation time and the limited duration of the meeting, the limited place to have a communication, because it is necessary to support media for academic mentoring process in an effort to increase the effectiveness of academic advising.

The Introduction of Online-consultations **Online consultations** or e-consultations refer to an exchange between government and citizens using the Internet. They are one form of online

deliberation. Further, online consultation consists in using the Internet to ask a group of people their opinion on one or more specific topics, allowing for trade-offs between participants. Generally, an agency consults a group of people to get their thoughts on an issue when a project or a policy is being developed or implemented, e.g. to identify or access options, or to evaluate ongoing activities. This enables governments to draft more citizen-centered policy.

As the Internet gains popularity with the public for voicing opinion, citizen participation in policy development through cyberspace is changing the face of democracy. The rise of the Internet has given way to buzzwords such as e-democracy, referring to citizen participation in politics, government issues and policy development through electronic technologies and the Internet, and eGovernment, pertaining to providing citizens with government information and services online. Online consultation is an extension of these concepts. Through online engagement, government is enabled to hold interactive dialogues with the public as they have a more direct route to citizen opinion via the Internet.

E-consultations constitute interactive “tell-us-what-you-think” on-line platforms where ordinary citizens, civic actors, experts, and politicians purposively assemble to provide input, deliberate, inform, and influence policy and decision making. Initiated by political institutions, non-state actors (or jointly), e-consultations vary in approach, goals, selection of target groups, breadth of themes or issue areas, in the use of technical tools and administrative level at which they are launched (Götze 2001).

E-consultations are also more formal and structured than discussions in the informal virtual public sphere. They tend to have a set duration, agenda, employ the use of moderators, with topics for discussion pre-defined by the host. Given that it is government agencies that in most cases initiate e-consultations,

relationships among participants are seen to be asymmetric where the actors involved – politicians, policy experts, citizens – differ in their level of authority, expertise and access to decision-making processes. Arguably, as it will be later discussed, these implicit structural dynamics distinctly influence the e-consultation process.

Types of e-consultations

There are five common types of e-consultations. The simplest involves *question and answer discussion forums* integrated within an existing government website. Here citizens are invited (by initiators) to post their views, questions and concerns, and receive feedback from respective authorities. Q & A forums can take place synchronously (in real time) or asynchronously with pre-moderation and lag time between responses where views posted are pre-read by a designated moderator. A good example of the synchronous kind are the

1. *diskussionforen*’ hosted by the German Bundestag¹ or the ‘webchats series’ in the UK² where a selected MP (or a group of) is pre-scheduled to interact with and directly answer questions posted by the public on-line.
2. *On-line polls* are the second type of e-consultations offering quick snapshots or measurements of civic temperature on a specific public issue.
3. *E-petitions* or on-line testimonies are another form of e-consultations which enable citizens, individually or in a group, to table issues, complaints or requests directly to the government.
4. *E-panels* are more sophisticated versions of on-line consultations. They invite a (self-selected or recruited) sample group of citizens – a panel – to provide and exchange their views via on-line discussion forums, online surveys, live chats, single polls or votes centered around a common topic or policy initiative.

Practical Benefits of E-Consultations

Being given the opportunity to provide feedback and to influence the political process outside the electoral cycle is a distinct feature of public consultations. But what is the value added of doing so on-line? Or in Bimber's (1999) words, does the medium matter? The following section discusses some of the practical benefits as well as normative pretexts under which e-consultations are launched.

Convenience, expediency and flexibility

For government institutions, Internet promotes efficiency and effectiveness through the reduction of transactional costs (Tolbert and Mossberger, 2006). For ordinary citizens who have their own lives with multiple activities and responsibilities, the incentives for e-participation lie in the practical convenience of on-line communication.

Enhanced interactivity

Unlike traditional print and television media which act as one-way intermediaries of public catchallism, Internet applications enable multi-level (one-to-one, one-to-many, many-to-one) and more direct modes of communication.

Face-less interface

Virtual interactions are equally seen to accommodate different communication skills. By requiring face-less interface, written inputs rather than physical presence, on-line communication removes the 'inhibiting effect' of awkwardness and shyness that prevents some people from speaking in larger group contexts (Wallace, 1999; Dutton, 1996). Thus by eliminating certain communicative barriers, the on-line environment is seen to offer favorable incentives for deliberative discourse as well as for the participation of those who would otherwise be excluded.

Normative pretexts

In addition to their capacities to remove practical barriers to participation, e-consultations are guided by normative pursuits aimed at remedying some of the democratic deficits in status quo political processes.

Feedback and mutual learning

Closely linked to the first premise, e-consultations' facilitation of public input and reciprocal feedback between the government and the governed is also assumed to enhance *democratic legitimacy* and *better policies*.

em as such.

7.4.1 Deliberation

The third normative pursuit associates public consultations with *deliberative democracy*. Deliberation unlike other forms of discourse, proponents argue, catalyses the articulation of conflictual preferences within society motivated by discursive exchanges and genuine consensus formation based on moral, rational, practical judgement, mutual respect and social learning (Dryzek, 1990; Habermas 1984, 1991; Fishkin, 1991; Gutmann and Thomson, 2004).

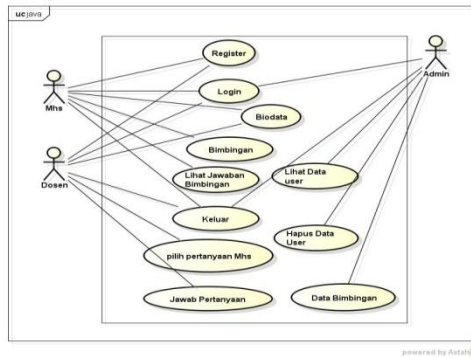
Civic Education

In addition to offering conducive conditions for convenient and inclusive communication practices, e-consultations are also seen as opportunities for civic education.

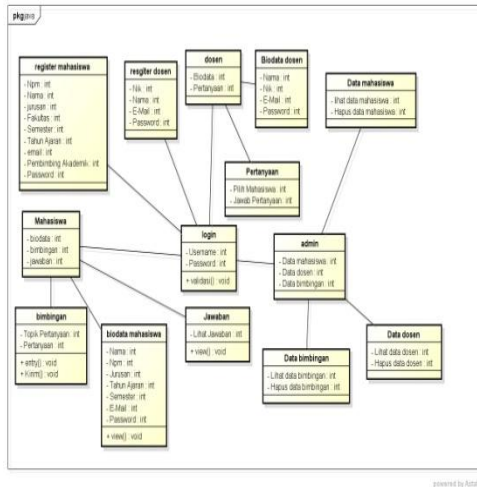
Result

The design of UML e-Consultant

From this picture below is designed academic mentoring that will be formed, the system designed is formed by several system parts elements.



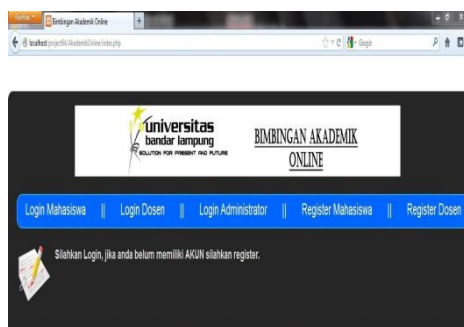
Draft Class Diagram



User Interface

Here are some views between user to interact with the system

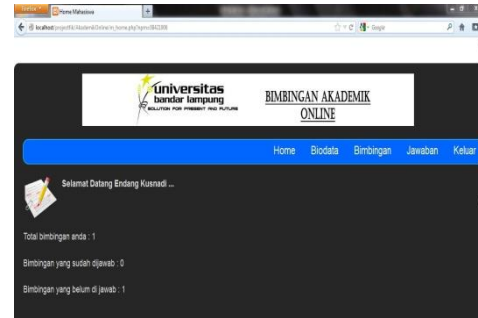
1. Display Login and Register.



Picture 4.2 Display register login and academic counselors Applications

This display is used to login for students, faculty, administrators, and registers for the students and lecturer who don't have registered yet.

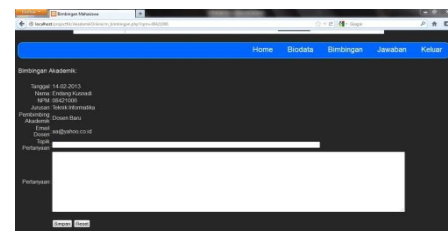
2. Students display form



Picture 4.3 form student

For accessing this form, the students is asked to login first and only the students that allowed to enter this site. For the students who don't register yet as the user, you can directly register by filling the registration form.

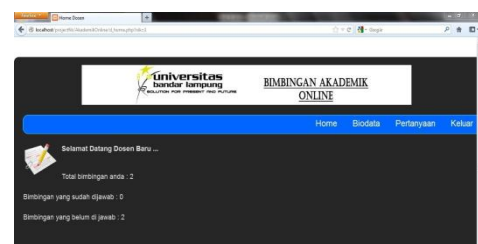
3. Display student guidance



Picture 4.4 form student guidance

This display appears if students want to do guidance

4. Display lecturers form

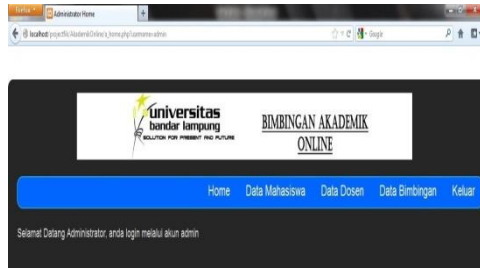


Picture 4.5 form a lecturer

To access this form lecturers are asked to login first and only the lecturers are allowed to enter the area form the lecturers. For lecturers who are not registered as a user can directly register by register first dahulu. The lecturers'

view who successfully login form shown in picture 4.4

6. Display Form Admin



Picture 4.6 form admin

Before entering the form admin, admin must log in first, after successful login will look like in figure 4.4. Here admin can look at student data, the lecturer's data, student guidance and data and can remove the data.

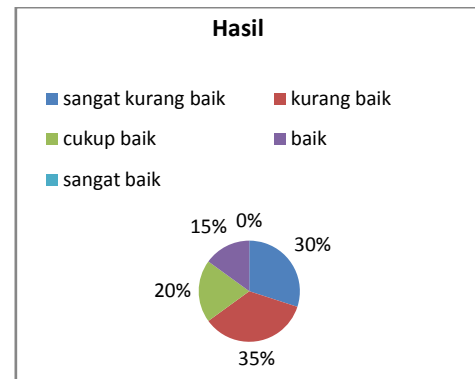
Discusiion

Output Analysis

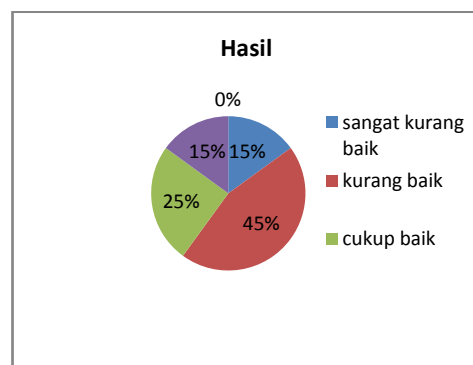
This evaluation was conducted to determine how the proces, the tool of guidance and the tool to determine whether the existing guidance on the computer science faculty has been running well, this test is applied using sampling random with 78 respondents from the students. In this case using pre-test and post-test to know the impact of apply e-consultations on the process of mentoring academic.

Pre Test (Prior to the adoption of e-Consultations)

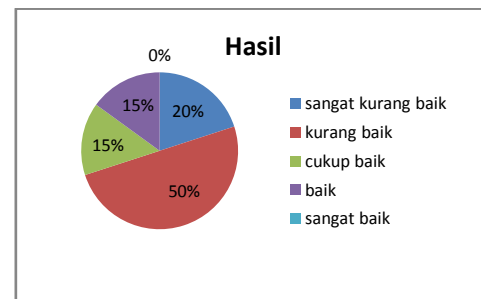
1. Efficiency guidance



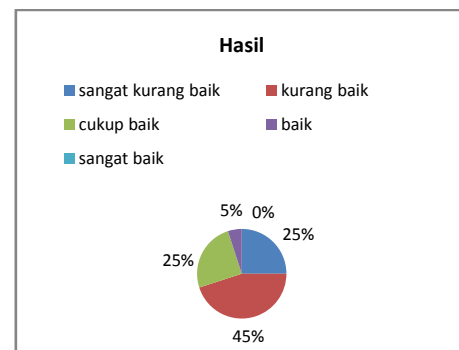
2. Willingness time guidance



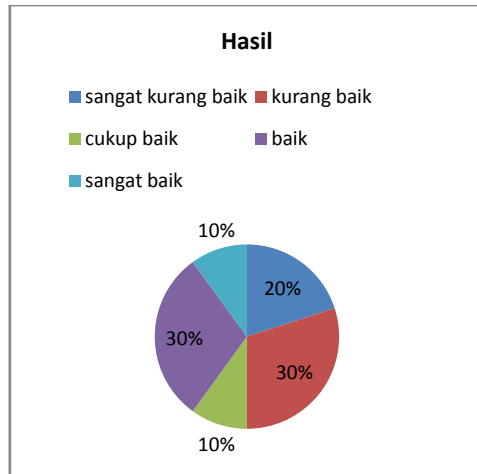
3. The duration of the meeting in the academic advising process



4. Convenience and flexibility in presenting problems in academic advising



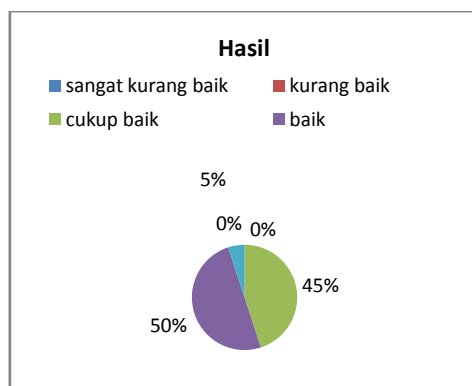
5. The need for other alternatives as a medium to deliver an opinion in academic activities



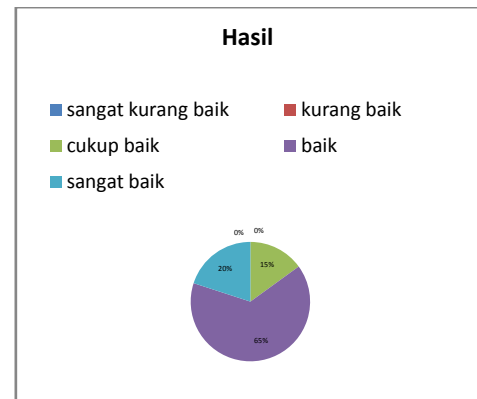
Post Test (after the application of e-Consultations)

After the program has been tested, the author do some evaluations to some respondents to know how the implementation of mentoring academic based on web and notification email and also to know whether guidance intensity between students and lecturers, is it increased or not in computer science faculty.

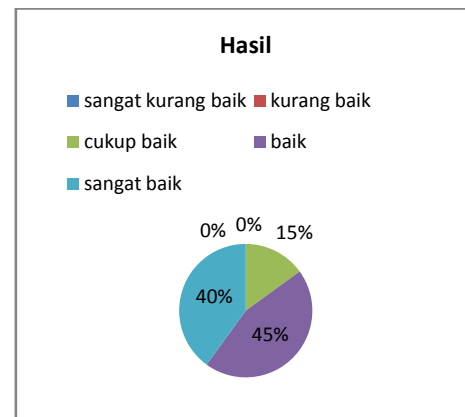
1. Efficiency guidance



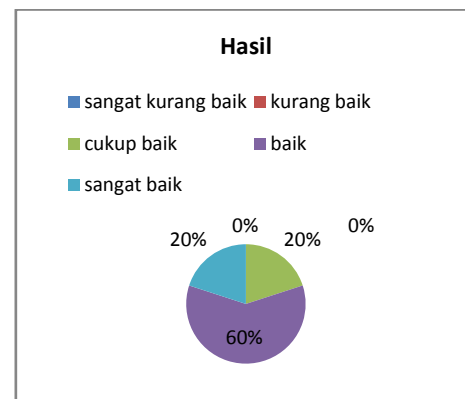
2. Availability of time and convenience in implementing student academic guidance



3. Convenience and flexibility in using the expression e-Consultations



4. Media e-Consultations can help students and teachers in academic coaching activities



The Conclusion

Based on the results of the observation, which is begun from the observation phase to application design. Authors conclude that:

1. From the results of questionnaires Pre Test and Post Test so academic guidance application based on web and notification email can be concluded that it can increased the guidance intensity.
 2. How to develop applications to facilitate the process between students with guidance counselors and determine the level of guidance intensity student in the Faculty of Computer Science University of Bandar Lampung using a web-based application of academic counselors and e-mail notification so that it can be used as a reference to improve student guidance intensity
 3. This academic guidance application based on web and notification email is only able to handle guidance activity between student and lecturer with using text mode, message.
 4. Guidance with the application process using a web-based academic tutors and e-mail notifications can help the interaction between students and counselors so that we can help the process guidance is not limited to time and space
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