**PUBLIC SERVICE STANDARD**

**INDEPENDENT LEARNING - INDEPENDENT CAMPUS (MBKM)**

**MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY MALANG**

1. **MBKM at UIN Maulana Malik Ibrahim Malang (in-bound)**
   1. **MBKM Student Registration and Selection**
      1. MBKM Student Registration Service

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| **NO** | **COMPONENTS** | **DESCRIPTION** |
| 1 | Requirements | The service users are active students at MBKM partner universities |
| 2 | System, Mechanism, and Procedure | 1. The service users (MBKM students) register MBKM at Maulana Malik Ibrahim State Islamic University Malang through the MBKM application on the website <http://mbkm.uin-malang.ac.id> 2. The service users (MBKM students) fill out the MBKM student registration form with the following information: home university, Student ID Number (NIM), Name, Major at home university, profile photo, and personal biodata 3. The service users (MBKM students) upload verification files, including Student ID Card, Cover Letter from Partner Universities accompanied by a Certificate of Active Study, and Temporary Transcript 4. The service users (MBKM students) print proof of   MBKM registration on the website <http://mbkm.uin-malang.ac.id> |
| 3 | Service Period | 1 working day per semester MBKM registration period |
| 4 | Fees/Rates | No fees |
| 5 | Service Products | MBKM Student Registration Card |
| 6 | Handling Complaints, Suggestions, and Feedback | 1. Complaints, suggestions, and feedback can be submitted directly or in writing to:   MBKM Service Unit UIN Maulana Malik Ibrahim Malang   1. Complaints, suggestions, and feedback can be submitted directly via email to: [mbkm@uin-malang.ac.id](mailto:mbkm@uin-malang.ac.id) |

* + 1. MBKM Student Selection Process Service

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| **NO** | **COMPONENTS** | **DESCRIPTION** |
| 1 | Requirements | The service users are active students at MBKM partner universities who have registered for MBKM at UIN  Maulana Malik Ibrahim Malang. |
| 2 | System, Mechanism, and Procedure | 1. The MBKM administrative service officer validates biodata entries and uploads MBKM applicant files. 2. If approved, MBKM registrant data were migrated from <http://mbkm.uin-malang.ac.id> to <http://siakad.uin-malang.ac.id> 3. If rejected, MBKM applicants can re-apply in the following semester. |
| 3 | Service Period | 5 working days per semester MBKM registration period |
| 4 | Fees/Rates | No fees |
| 5 | Service Products | MBKM Student Selection Results |
| 6 | Handling Complaints, Suggestions, and Feedback | 1. Complaints, suggestions, and feedback can be submitted directly or in writing to: MBKM Service Unit UIN Maulana Malik Ibrahim Malang. 2. Complaints, suggestions, and feedback can be   submitted directly via email to: [mbkm@uin-malang.ac.id](mailto:mbkm@uin-malang.ac.id) |

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| **1.2**  1.2.1 | **Lectures**  Course Programming Service |

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| **NO** | **COMPONENTS** | **DESCRIPTION** |
| 1 | Requirements | The service Users are Active MBKM Students |
| 2 | System, Mechanism, and Procedure | 1. The faculty academic officers bundle the courses to be taken. 2. Service users (MBKM Students) access and log in to the Academic Information System on the website <http://siakad.uin-malang.ac.id> 3. The programming of MBKM student courses is regulated in the Education Guidelines Handbook. 4. The service users who have their courses packaged can print the Study Plan Card (KRS) at <http://siakad.uin-malang.ac.id> |
| 3 | Service Period | 1 working day under the schedule on the Academic Calendar |
| 4 | Fees/Rates | No fees |
| 5 | Service Products | Study Plan Card (KRS) |
| 6 | Handling Complaints, Suggestions, and Feedback | 1. Complaints, suggestions, and feedback can be submitted directly or in writing to the respective Department/Study Program 2. Complaints, suggestions, and feedback can be submitted directly via the Helpdesk for each   Department / Study Program. |

* + 1. Academic Consultation Service

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| **NO** | **COMPONENTS** | **DESCRIPTION** |
| 1 | Requirements | 1. The service Users are Active MBKM Students who have programmed courses and or have printed Study Plan Cards (KRS) 2. The Service User is the MBKM Student's Advisor |

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| 2 | System, Mechanism, and Procedure | 1. The service users (MBKM students) consult with their academic advisors 2. The service users (academic advisors) access and log in to the Academic Information System via the website <http://siakad.uin-malang.ac.id> 3. The service users (academic advisors) select and input advising information and/or provide proof of advising by signing the Study Plan Card (KRS) printed by MBKM students. 4. Advising regulations are outlined in the Education Handbook. 5. The service users (MBKM students) who have completed advising can check the results and print the Study Plan Card (KRS) via <http://siakad.uin-malang.ac.id> |
| 3 | Service Period | 1 working day under the schedule on the Academic Calendar |
| 4 | Fees/Rates | No fees |
| 5 | Service Products | Approval of Study Plan Card (KRS) |
| 6 | Handling Complaints, Suggestions, and Feedback | 1. Complaints, suggestions, and feedback can be submitted directly or in writing to the Department / Study Program 2. Complaints, suggestions, and feedback can be submitted directly via the Helpdesk for each Department / Study Program. |

* + 1. Lecture Service

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| **NO** | **COMPONENTS** | **DESCRIPTION** |
| 1 | Requirements | 1. The service users are the department/program administrators. 2. The service users are active MBKM students whose Study Plan Card (KRS) has been approved by the academic advisor and requires no further revisions. 3. The service users are course lecturers. |
| 2 | System, Mechanism, and Procedure | 1. The service users (Course Lecturers) conduct lecture activities both offline and online. 2. The service users (Course Lecturers) fill out the journal and attendance records in writing and/or online by accessing and logging into the Academic Information System via the website <http://siakad.uin-malang.ac.id>. 3. The service users (department/program administrators) monitor the lecture process, whether conducted in person or online, by accessing and logging into the Academic Information System via the website <http://siakad.uin-malang.ac.id>. 4. The service users (Course Lecturers and department/program administrators) can print the journal and attendance records via <http://siakad.uin-malang.ac.id> |
| 3 | Service Period | By the schedule on the Academic Calendar |
| 4 | Fees/Rates | No fees |
| 5 | Service Products | Lecture Activities |
| 6 | Handling Complaints, Suggestions, and Feedback | 1. Complaints, suggestions, and feedback can be submitted directly or in writing to the respective department / Study Program 2. Complaints, suggestions, and feedback can be submitted directly via the Helpdesk for each Department/Study Program |

* + 1. E-Learning Media Usage Service

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| **NO** | **COMPONENTS** | **DESCRIPTION** |
| 1 | Requirements | 1. The service users are active MBKM students whose Study Plan Card (KRS) has been approved by the academic advisor and requires no further revisions. 2. Service Users are Course Lecturers |
| 2 | System, Mechanism, and Procedure | 1. The service users (Course Lecturers and MBKM Students) conduct online lecture activities, one of which is using the E-Learning platform. 2. The service users (Course Lecturers) upload learning media, lecture materials, assignments, quizzes, and mid-term/final exams by logging into E-learning on the website <https://elearning.uin-malang.ac.id> 3. The service users (MBKM students) carry out the lecture process using learning media, instructional materials, assignments, quizzes, and mid-term/final exams by logging into E-learning on the website <https://elearning.uin-malang.ac.id> |
| 3 | Service Period | By the schedule on the Academic Calendar |
| 4 | Fees/Rates | No fees |
| 5 | Service Products | Use of E-Learning Media |
| 6 | Handling Complaints, Suggestions, and Feedback | 1. Complaints, suggestions, and feedback can be submitted directly or in writing to: MBKM Service Unit UIN Maulana Malik Ibrahim Malang 2. Complaints, suggestions, and feedback can be submitted directly via email to [elearning@uin-malang.ac.id](mailto:elearning@uin-malang.ac.id) |

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| 1.2.5 | Study Result Card (KHS) Service |

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| **NO** | **COMPONENTS** | **DESCRIPTION** |
| 1 | Requirements | The service Users are MBKM students who have completed the lecture process for the current semester. |
| 2 | System, Mechanism, and Procedure | 1. The academic administration staff prints the Study Result Card (KHS) of all MBKM Students 2. The academic administration service officer distributes the Study Result Cards (KHS) of all MBKM students to their respective faculties. 3. The faculty leaders approve the Study Result Card (KHS) in their respective faculties. 4. The faculty staff distribute the Study Result Cards (KHS) within their faculties. 5. The service users (MBKM students) view grades via <http://siakad.uin-malang.ac.id> |
| 3 | Service Period | By the schedule on the Academic Calendar |
| 4 | Fees/Rates | No fees |
| 5 | Service Products | Study Results Card (KRS) |
| 6 | Handling Complaints, Suggestions, and Feedback | 1. Complaints, suggestions, and feedback can be submitted directly or in writing to MBKM Service Unit UIN Maulana Malik Ibrahim Malang 2. Complaints, suggestions, and feedback can be submitted directly via email to [mbkm@uin-malang.ac.id](mailto:mbkm@uin-malang.ac.id) |

MBKM Website/Service System:

1. MBKM Registration: <https://mbkm.uin-malang.ac.id>
2. Academic Administration: <https://siakad.uin-malang.ac.id>
3. Use of E-Learning Media: <https://elearning.uin-malang.ac.id>

Helpdesk of MBKM : WhatsApp :

Email : [mbkm@uin-malang.ac.id](mailto:mbkm@uin-malang.ac.id)

Reference :

Public Service Standards in Permen PANRB No. 19 of 2021