ALUMNI USER SATISFACTION SURVEY
UNIVERSITAS NEGERI SURABAYA
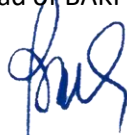
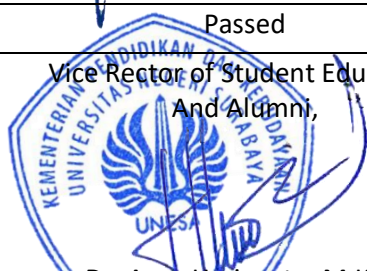| Document Number	: 02/SOP-27/MAWAL/03/2019
Publish Date	: 04 Maret 2019
Status Documents	:

Status	
	Master
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STATE UNIVERSITY OF SURABAYA
STANDARD OPERATING PROCEDURES (SOP)
ALUMNI USER SATISFACTION SURVEY

1.0. Goal

This procedure is a reference in the implementation of tracking Of Graduate Users or *tracers* of Graduate Users of Universitas Negeri Surabaya by Unesa CareerCenter.

2.0. Scope

The scope of this procedure starts from the need for unesa and university courses to track unesa alumni users in an effort to support the development of study programs and universities as the implementation of free study policies – independent campuses.

3.0. Reference

3.1.   Unesa Development Master Plan (RENIP) 2016-2035

3.2.   Rector's Decree No. 318/UN38/HK/KL 2016 on Operational Plan (RENOP) in 2016-2020

3.3.   Rector's Decree No. 276/UN38/HK/KL 2016 on Strategic Plan of Universitas Negeri Surabaya in 2016-2020.

3.4.   Rector's Performance Contract with the Ministry of Education year 2019

3.5.   Unesa Main Performance Manualk(IKU) year 2019

3.6.   SK UCC Management Team Number 1187/UN38/HK/KM/ 2019

3.7.   Tracer Study Division Work Program Unesa Career Center Year 2019

3.8.   Free Pocket Book to Study Independent Campus

3.9.   Guidelines for tracking graduate users (*tracer user graduates)* Universitas Negeri Surabaya year 2019

4.0. DEFINITION OF GRADUATE USER **TRACKING**

Trackingn *graduates (tracer* user *graduates))* merupakan mediefektif ynng dig unakan un uttuksee theg suitability of graduate competencies with the needs of the user. From the results of tracer users of these graduates is expected to   be *obtained direct feedback* from graduate users related to the competence of our graduatesin the world of work, as well as input related to the competency of ambahan or companionneeded in the world of twork. This feedback feedsthe study materials that will beused to improve the curriculum and existinglearning.

In 2020 tracking will be carried out on alumni who graduate in 2018. In accordance with the established cohort refers to the bill of the Ministry of Education. Tracking results will be used as a basis for the development of courses and universities to get better.

5.0. Conditions

5.1. The time of *implementation of tracer user* graduate is from 2 years after graduate student

5.2. Implementing *tracer user graduate* is Unesa Career Center at university level and assisted by PIC *tracer study* faculty and faculty program in Selingkung Unesa

5.3. Questionnaires are conducted online through the https://tracerpengguna.unesa.ac.id/

5.4. The deployment account is done through email or other media that is easy toaccess

5.5. The *tracer report on university graduates* was compiled by the Unesa Career Center

5.6. The *report of tracer graduate* users is submitted to the Vice Rector of Student Affairs and Alumni

6.0. PROCEDURE DETAILS

6.1. Instrument development stage

6.1.1. Identify the purpose of the survey refers to tracer *study guidelines from* the Ministry of Education and Guidelines for The Preparation of Performance Report of the Study Program

6.1.2. Assign graduate users based on the graduate year of alumni who will be the respondent and determine the strategy in theirsearch

6.1.3. Determination of technical concepts for the implementation of surveys

6.1.4. Formulate items of questions and ladderspan-ladder p an which isformulatedfrom the Study Program Performance Report Preparation Guide

6.1.5. The questionnaire was uploaded online on the https://tracerpengguna.unesa.ac.id/

6.2. Data collection stage

6.2.1. The data collection is conducted by Unesa Career Center and assisted by PIC *tracer study* faculty and school of Unesa

6.2.2. PIC *tracer study* program disseminates questionnaires, and follows*up* graduate users to complete questionnaire stuffing

6.2.3. Data recapitulation is carried out within three months (quarterly)

6.2.4. Questionnaire data istabulated and classified according to the course.

6.3. Analysis and reporting stage

6.3.1. Graduate user tracer data is obtained from the results of questionnaire filling according to the cohort collected on the online system

6.3.2. Analysis and reports are conducted at the university, faculty and study programs

6.3.3. Preparation of reports

7.0. PROCEDURE DETAILS

8.0. LIST OF RECORDS

7.1 Graduate *user tracer guidelines*

7.2 Questionnaire charging guide on this https://tracerpengguna.unesa.ac.id/

7.3 Graduate user tracer quarterly report

7.4 Year-end report tracer user graduates

9.0. CHANGE NOTES