ABSTRACT

The development of technology recently affect on quality of services in various fields, especially in education field. The rapid development of e-Learning, make the needs for measuring the quality of e-Learning becomes very important. Measuring the quality of e-Learning greatly affect the success rate of e-Learning in learning, education and training process. ISO / IEC 19796-1 is the model description of quality that used as a standardized assessment of the quality of the LTE (Learning, Training, Education). ISO/IEC 19796-1 itself can be applied to e-learning quality assessment. ISO/IEC 19796-1 quality assessment consists seven categories, such as: Need Analysis, Analysis Framework, Conception/Design, Development/ Production, Implementation, Learning Process, and Evaluation/ Optimization. In this study, writer analyzed about E-Learning quality of Telkom University, called I-Caring, based on quality standard of ISO/IEC 19796-1 and Sugiyono's qualitative method to measure quality.Sugiyono's qualitative methods will produce the value of the i-Caring and the lowest quality of each dimension in i-Caring. The lowest quality assessment will be used to find a solution of i-Caring improvement. The result of measurements quality obtained value of i-Caring quality is good.

Keywords: E-Learning, ISO/IEC 19796-1, Sugiyono's qualitative method