

ABSTRACT

The rapid spread of COVID-19, causes a bad effect in every country in the world. Indonesia being one of the country that affected by COVID-19. The emergence of government regulation number 21 of 2020 and presidential decree number 11 of 2020, which contain policies to follow PSBB or implementation of large-scale social restrictions, causes social activities in Indonesia especially in the field of education, it becomes obstructed so that educational institutions in Indonesia must look for other alternatives so that educational needs are met. Telkom University making a online learning system wich they called "kelas online" so that students can continue to conduct lectures from their home. The purpose of this research is to find out how the communication process and the issues of online classes at Telkom University. The method used in this research is qualitative, descriptive, with data collection techniques through interviews, observation, and documentation. The conclusion drawn from the research result is that online learning or online classes uses elements from the new existing learning communication process, but there are several issues experienced by students, such as an unsupportive environment resulting a lack of motivation for student learning in the communication science of Telkom University.

Keywords: Communication Process, Learning, Online Class, Telkom University