

ABSTRACT

Teaching and learning activities during learning can't be separated from the communication process that exists between students and lecturers. This study focuses on describing how the communication process through e-learning in electrical engineering students at Telkom University Bandung uses communication theory from Golberg through the characteristics of the communication process, namely communicator, message, media, code or communication intent, communicant, and response. The method used in this study uses a qualitative approach with a phenomenological method with Miles and Huberman's qualitative data analysis model. In this study data collection through interviews and documentation. Based on the communication process through e-learning in the electrical engineering department of Telkom University during covid-19, the communication process that has been established has not been maximized, because students feel there is no way to provide learning materials effectively and efficiently. Students also find it difficult to interpretation the communication given by the lecturer, because there is a distraction that makes it difficult for students to accept it properly. In addition, the communication process carried out by lecturers with students uses verbal and non-verbal communication in combination. When e-learning , Electrical Engineering students liked the content in the Learning Management System (LMS) because it has several reference materials such as the availability of notes, discussion forums, journals, e-books and videos of subject matter, besides that the LMS is easily accessible. However, the students still have to explain these difficulties directly by the lecturers through Zoom Meetings or Google Meets so that students can understand the material.

Keywords: *Communication, and E-Learning*