

ABSTRACT

In online learning activities can not be separated from the communication process conducted between educators and students. This research aims to describe communication through Learning Management System during online learning at Telkom University Bandung. This research method uses qualitative approach with interpretive descriptive method with qualitative data analysis of Miles and Huberman models. In this study data collection techniques through interviews, documentation and literature studies.

Communication through Learning Management System during online learning at Telkom University Bandung is very important to be done to the maximum starting from the communication component, namely messages, message formation, message interpretation, relational processes and message response or feedback. Based on the results on the messaging component in online learning is easily accessible and has met the quality of images and sound is good. In the formation of the message, lecturers have formed a message in accordance with rps and guidance on standard indicators of content that have been set. For the message interpretation component, students interpret the online learning message differently because it depends on the course and how the lecturer in teaching and communicating during online learning.

Based on the results, the component of the relational process between lecturers and students when online learning is not optimal because there is still frequent miscommunication and misunderstanding between lecturers as message formers and students as interpretations of online learning messages. This is also related to the message component that gets a response indicating that there are several obstacles found such as limited mastery of internet technology for both lecturers and students, lack of interaction between lecturers. with students, limited internet signals, and changes in cognitive reactions, emotions, feelings and behavior during online learning.

Keywords: *Communication, Educational Communication, Online Learning, Learning Management System (LMS)*