The Significance of Online Counseling Services Forum (Online CSF Forum) in Solving theStudent's Problem

Sub-themes: Distance Education
Titik Setyowati (titiktyowati@ut.ac.id)
Barokah Widuroyekti (barokahw@ut.ac.id)
Lecturer in Open University UPBJJ Surabaya

ABSTRACT

The research objectives of this paper were to (1) describe the topic of discussion in thecounseling services forum (CSF) of the Online Open University forum; (2) describe the problems which may occur in the Online Open University forum;(3) analyze the counseling process of the Online Open University forum. This paper applied qualitative-descriptive approach, took sample of the population, the number of posts which were taken for research data was =437 from totally 155 students who accessed the early childhood education counseling services forum (CSF) of the Online Open University, the data collection technique was using documentary method. Data analysis technique was using descriptive qualitative. There were some discussion would be discussed in this paper such as: (1) Four topics which occured in counseling services forum (CSF) of the Online Open University forum, they were 11 registration posts, 342 tutorialsposts, 26 examinationposts, and others 58 posts; (2) three problems which occured in counseling services forum (CSF) of the Online Open University forum such as (a) registration problem:problem of the examination registration fee and the the rising of tuition payment cost (36.36%), and the probability in obtaining fuel oil scholarship (63.64%); (B) problems related to the tutorial activity: the problems in activating online tutorial (19.41%); the delay of initiation materials (24.94%); the problems in dowloading/uploading tasks in online tutorial (10.53%); the problem in following the online tutorial discussion forum (1.83%); the score of online tutorial that has not been issued (2.29%); the online tutorial contribution to final score in each subject (6.64%); the delay/biased information of online tutorial schedule (5.03%); the ideal proportion of online tutorial tutor (1.37%); the guidance of Final assignment (0.23%), the problem in participating in the online tutorial (5.95%); (C) problems related to thescoring: problem of online tutorial / final test score which had not been announced and problem of online tuturial assessment procedures (1.83%); problem of remedial examination scores (1.83%); problem related to the Online Examination System time allocation (1.83%), and the significance of examination framework (0.46%);(3) theguidance and counseling process in Open University-Online tutoring was using "Peer Guidance and Counseling", between the students and the tutor, such as stated in post page 36, it was proven by 437 cases, the responseswere taken from the peer students

and / or tutors of 326 cases (74.60%), means that the counseling services forum (CSF) of the Online Open University is effective for to share and solve various problems, such as registration, tutorials, exams, and others, faced by students.

Keywords: Conseling services forum, Open University, student's problem solving

Introduction

The information and communication development provide positive impact for the education develement since information technology development give a significant changes for the education development. Nowadays, the distance and time is not a significant problem to get the science, and a wide variety of applications were created to facilitate this, this reality was well responded by the Open University institutionssince the program of distance learning was held.

Distance learning method is an alternative method in giving opportunities in education field. The system is expected to solve someproblems such as the limitations of qualified teaching staff. This program encourage students to learn things or new sciencesmore attractiveand easier to be understood. In accessing and utilizing these methods, the role of internet is very necessary, because Internet is utilized to send a file or upload file andinternet also can help people to find data that you want to search. Beside distance learning methods, there are also many other methods whic can help in improving the quality of Indonesian educationincluding the free learning modules, online learning portal, etc.

Based on the development of information and communication technologies which give positive impact on the education development, as a result counseling services which is a part of the whole educational activities is also improving. At the first time, counseling services is conducted by face to face, while the information technology development is more advanced, the counseling process is just not conducted by face to face, between clients (individual / group of individuals who have problems) with a counselor, but it is also conducted through print or non-print the electronic, internet or telephone, (Yusuf, 2009: 45).

Open University (UT)responds to the education developments by giving online counseling services forum (CSF online) in Open University online community. This forum is utilized to help students in sharing theit thought, and problems related to thestudy completion. According to Open University policy, this forum is only a media to interact among the users and is not an official correspondence media, and each student hasequal chance to use it to share/ solve theproblems that may occur.

karena di dalamya berisi keluhan, ketidak tahuan, kekurangjelasan dari mahasiswa dalam rangka penyelesaian studi. Oleh karena itu dengan memanfaatkan layanan ini diharapkan mahasiswa dapat merasa lebih baik hanya karena iamendapatkan kesempatan untuk mengungkapkan problema mereka terhadap teman sejawat yang siap untuk mendengarkan, dan mereka juga cenderung akan merasa puas dengan hasilnya meskipun tidak menerima masukan atau nasihat apa pun(Geldard, Kathryn & Geldard, David, 2011).

The early childhood teacher education*(EARLY CHILDHOOD EDUCATION)* is one study program in Department of Basic Education, it is part of the Faculty of Education at the Open University. The online conseling services forum (CSF-online) is a tutoring media for the general students, and particularly for the early childhood teacher education*(Early Childhood Education).* This forum aims to accomodate students' complaining, students' unsatisfaction, and many others. Therefore, by utilizing this service students are expected to feel better, because they get opportunity to express problems to their colleagues who are ready to listen, and they also tend to be satisfied with the results despite not receiving input or advice whatsoever (Geldard, Kathryn & Geldard, David, 2011).

This counseling services forum (CSF-online) onUT was offered to students in 2011. This counseling services provides information related to theregistration, the process and learning outcomes, and the examination matters. Therefore, the existence of (CSF-online) is expected to ease the students' burden in completing the study program.

Based on the initial survey in website: ut.ac.id, in tutorial online menu, there are several topics of discussion, such as the students' feelings of desperate, questions, and feedback from a wide range of topics such as: registration problems, the issue of online tutorials and learning outcomes, as well as examination problems. All of them are real challenge to be solved by using online counseling services to solve the students' problems.

Related to the diversity of topicsappear in the online community of CSF *Early Childhood Education of Open University*, thenthe research problem were: (1) what kind of topic is discussed in CSF on online community ?; (2) What problem may exist in CSF-online community?; (3) How is the process of online counseling service to respond the students' problems?

The research objectives of this paper were to (1) describe the topic of discussion in the counseling services forum (CSF) of the Online Open University forum for students of early childhood teacher education ; (2) describe the problems discussed on online conseling services forum of early childhood teacher education in Open university; (3) analyze the counseling process of the Online Open University forum to respond the students of early childhood teacher education's problems.

The advantages of this research were : (1) for students: as a forum to share their learning experience in studying at open university and its generalizations, and also help them to overcome the learning problems; (2) for researchers: to know the various problems faced by the students, to find the alternative solutions that correspond to the students' expectation; (3) for the Open University institution: to determine the problems exist among the students, as an evaluation of the importance of CSF, whether this program is effective or not and also as fondation to improve the quality of online counseling services

Review of the Literature

The nature of Guidance and Counseling

If we talk on counseling, then we must know in advance the nature of the counseling itself. To answer the question of what the nature of the counseling, we must know what is meant by guidance, and what is meant by counseling, why they should be implemented,how they conduct, and what time they should be conducted?

Guidance means help toindividual or group to overcome the difficulties in life, so that they can face their welfare (Walgito, Bimo, 2010, p. 7). The guidance can be given to an individual or group of individuals. Therefore, guidance can be given to anyone in need regardless of age so that children or adults can be the object of guidance.

Counselling is a help given to individuals to solve life problems independently by interview and in the appropriatecircumstances to the individuals to get prosperity in life (Walgito, Bimo, 2010, p. 8). According to Jones (in Walgito, Ben, 2010) counseling as a technique of guidance. Therefore, counseling is counseling, but not all forms of counseling is part of counseling. Guidance is more preventive, and counseling more curative or healing.

In line with the development of information and communication technologies that have an impact on the education development, which counseling is one part of the whole educational activities, also improves. At the first time, counseling services is conducted by face to face, while the information technology development is more advanced, the counseling process is just not conducted by face to face, between clients (individual / group of individuals who have problems) with a counselor, but it is also conducted through print or non-print the electronic, internet or telephone, (Yusuf, 2009: 45), counseling is the process of helping or help from a counselor (helper) to the counselee, either through face-to-face or media (print and electronic, internet or telephone), so that clients can develop their own potentials or solve the problem , that developed into a meaningful personal, both for themselves, or others, in order to achieve happiness together.

Every human always face various problems , one issue can be resolved, other problems arise. In line with the more advanced a society,the more complex problem may be encountered by members of the community. Likewise, the ability of humans to cope the problem is different, some are able to cope with their own problems and other are not. This is the significance of guidance and counseling. The approach in counseling is scientific (scientific).

According to Nelson, Richard-Jones (2012) that the use of counseling skills counselor can be divided into five (5) different purposes, namely (1) suppportive listening, is to give clients the feeling understood and affirmed by hearing / listening expression of the client, taking their perspective, and are sensitive to show them that they have been heard accurately, thus can soothe, relieve suffering, treat the psychological wounds, and act as a sounding board to move forward; (2) managing problematic situations, meant for the guidance

counselors, clients (students) learn to handle certain problematic situation for himself, such as how to start a conversation with a classmate; (3) problem management, meant to manage the problems faced by enabling recreational activities, enabling a network of friends, and learn to sleep better; (4) changing skills are poor (problematic, deficient or insufficient effective); (5) embodies the philosophy of life changes.

However, the personal problem is difficult to resolve with the online service, as it requires the quality of the complex relationship between mentors who guided and influenced by personal qualities mentors and counselors how to behave when it interacts with the one that is guided. Thus, the quality expected for mentor (counselor) when using an integrated approach must (1) being sincere (congruent); (2) empathize, being warm, and show sensitivity in harmonious relations based on mutual understanding; (3) does not judge. As stated by Gerad Egan (1994) that the skill and an active approach, methodical and pragmatic required to handle personal problems.

Catharsis is a counseling technique. As stated by Nelson, Richard-Jones (2012: h.328) that catharsis is a process expressing pent-up feelings, and by listening, observing and responding with empathetic can help ease the burden on the client. This is supported by Geldard, Kathryn & Geldard, David (2011) states that what often happens is the client may feel better simply because he had the opportunity to express their problems to other people who are ready to listen. And according to him that they also tend to be satisfied with the results despite not receiving any input or advice.

Counseling Forum on Online Communities

Conseling Service Forum is a media to support services for people to exchange ideas freely, and the problems encountered. While the online community is a group of people who interactusing online media.

This forum is only medium of interaction between the user and not the media official correspondence with the institution (Forum Counseling on online communities, http://student.ut.ac.id). Each student has an equal chance to utilize this medium as a place to share problems related to the experience in studying on open university.

There are three categories of problems commonly faced by the students of Distance Education, those are (1) administrative problems, which affect the interaction of students with the institution of Distance Education; (2) learning problems associated with learning activities and accomplishments; (3) personal issues, namely the circumstances or personal problems that can affect the learning process (Robinson, 1981).

Counseling Services Forum (CSF) in the online community provided by Open University institutions was offered to the students in 2011 until now. In line with CSF services on an online community, then this forum is not only as a place to share/ solve the various problems encounteredrelated to the learning, butalso facilitate a change in a person so that he was feeling better, ready to face the

challengesin the future (Geldard, Kathryn & Geldard, David, 2011). Also, listening to the complaints of clients (students)showinterest, and studentscan freely express their complaints, and counselors can facilitate them.

Problem-solving in Learning.

Nelson, Richard-Jones (2012: h.213) suggest that there are two approaches to changing stages: (1) approach to help-to-solve the problems and (2) approach to change the mind skills and communication/action skills. These two approaches are complementary, after the counselor hasthe active listening skills with the questions designed to clarify the goals, exploring the options to achieve and develop a plan for implementing it.

Nelson, Richard-Jones (2012: h.327) suggested that the guidelines on dealing with stress as follows; (1) self-preparation, the counselor quickly mobilize a good support system, can set clear limits to the responsibility of the client (the student); (2) acting calmly, respond in a warm way but firm and measurable, can provide a sense of security; (3) listening and observing, clients (students), because they feel no one to turn or someone to listen and understand their difficulties, so that the client become more calmly and feel not so isolated and desperate merely by sharing the problems and discussingthe emotions dealt with them; (4) accessing the severity and risk of damage to themselves and others, such as, committing suicide, thus the counselor needs to be sensitive in capturing their cries and does not let anxiety interfere with the listening skills; (5) accessing the power and skills of client's coping, because the client is haunted by negative thoughts, thus they forget that they have many powers, and it can be facilitated tobe expressed, so that the clients themselves aware of theirown powers and over the counselors guidance as a potential for self-development; (6) assisting to explore and clarify the problems; (7) assisting to solve the problems and plan; (8) specific about the willingness, the willingness of the client and the counselor to establish an effective relationship, because as a basis for the clients to develop their confidence and skills to prevent or cope with crises well in the future.

Solving the problems faced by students in the FBK on online communities can be conducted through the technique of catharsis by sharing among peers on various problems related to registration, learning process and outcomes, as well as the examination such as: complaining about registration fee, scholarship application,online tutorial task, online tutorialscore, online tutorial contribution, and online tutorial schedule, online tutorial activation difficulties; the ignorance of how to submit online tutorialtask, lack of clarity ofhow to followthe online examination system, and so forth. Therefore, by FBK online community offered by the Open University through the pages www.ut.ac.id is expected to ease the students'burden. As stated by Geldard, Kathryn & Geldard, David (2011) state that what happens often is the client may feel better simply because he/she had the opportunity to express their problems to other who are ready to listen, and they also tend to be satisfied with the result although they do not receive any feedback or advice.

Students of Early Childhood Education of Open University

*Early Childhood Education*student is a student who teaches at Study Group, Nursery/Kindergarten. They study at the Open university as*Early Childhood Education* bachelor studentsorganized by Faculty of Teaching and Education *in*Open University. Early Childhood Education of Open UniversityStudies Program is an educational program which aims to improve the quality and qualifications of teachers in early childhood institutions in order to achieve the qualification of bachelor degree.

Early Childhood Education students in completing their studyare obliged to pass 145 credits in 10 semesters. Not all subjects offered each semester are taughtin the class, but there are certain subjects taughtvia online. Remembering study at Open Universityimplementdistance learning, this meansthe separation between lecturer and students. To anticipate problems as a result of the separation in the learning process, Open universityprovides counseling services conducted via online, as a means of sharing to solve the various problems encountered dealing with the learning. The learning process of students is independently using a variety of media, both print (module) and electronic media: audio/video, computer/internet, radio, and television.

Research methodology

Research population

Population is an abstract idea of a set of cases which aretaken their sample by the researcher and the results are generalized (W. Lawrence Neuman, 2013). The population of this study is all problems encountered by the bachelor students of *(Early Childhood Education of Open UniversityEarly Childhood Education of Open University*) childhood education program who accessed FBK on online community from May 22, 2011 until May 28, 2013 (http://student.ut.ac.id/ and click on Forum community UT-Online, and then click Counseling Forum at the Faculty of Teaching and Education Program -Early Childhood Education of Open University*EARLY CHILDHOOD EDUCATION*).

Research samples

The research sample is a population sample, all populations are taken as samples. Thus the study sample that the overall number of posts in the form of complaints, ignorance, lack of clarity, of the students, as well as feedback, good response from colleagues and / counselors in the Counseling Service Forum Online Community. The sample in this study population consisted of 437 posts out of 155 students and / tutors.

Research Instruments

Data collection instrument using documentary method. Materials used are the official documents and external, that official data from Open university institutions, and prepared for the interests of students. Further material documents used in this study are the data of students who access the service "Forum on Community Counseling Online" contained on pages http://student.ut.ac.id/. From the documentary data (Appendix 1), note the name of the student and / tutor access, and the various problems that arose, and the solution process. The problems that arise are classified into issues relating to (1) registration; (2) the process and learning outcomes as well; (3) exam.

Analysis of Data Processing.

Based on the number of posts overall as many as 437 posts of 155 students of undergraduate *EARLY CHILDHOOD EDUCATION* participating in the Forum Counseling on online communities are classified into three problems, namely problems with the registration process and learning outcomes or tutorial, and problems exam, then searched the percentage, then compared. The results of calculation of the percentage interpreted in accordance with predetermined criteria. What percentage of all students who access the (post) the problem: the registration process and learning outcomes, as well as exam problems. Then the problem can be described what is dominant, and require solving priorities, as well as whether there is a process guidance and how (percentage) contribution to solving the problem of students, so that can know the significance of the online conseling service forum is organized by the Open University of Early Childhood Education of Open University.

Data already collected were analyzed using descriptive techniques. Steps: first, the reduction of data referring to the electoral process, pemokusan, simplification of the raw data, the second is the data model, designing the columns and rows of a metric for qualitative data and determine which data in a form which must be inserted into the cell where is the activity of analysis, then the third conclusion (Emzir, 2012).

Research Results and Discussion
Topic Discussion Forum Counseling

In a period of three years (May 22, 2011- May 28, 2013), as many as 155 students who participated in the Student Counseling Forum of Early Childhood Education Program Online, with the overall number of posts as many as 437 posts (Appendix 1).

Tabel 4.1 Topic of Discussion in Forum

Topics	Number of Posting	Percentage (%)
Registration	11	2,53
Tutorial	342	78,3
Examination	26	6
Lain-lain	58	13,2
Jumlah	437	100

Issues Discussed

Based on analysis of content on the topic / focus of discussion in the Forum Counseling Early Childhood Education of Open UniversityStudent Online (Table 1), there are three problems faced by students Prodi S1-EARLY CHILDHOOD EDUCATION namely: registration, tutorials, and exams.

Registration problems

Registration problems faced by the students associated with the registration fee (SPP) re-examination, the increase in SPP (4 / 36.36%); and opportunities for students to receive a scholarship program (7 / 63,64%).

Tabel 4.2 Registration Problem

Topic	Problem	Number of Posting	Percentage (%)
REGISTRATION	Registration fee	4	0,91
	scholarships	7	1,61
Total		**11**	**2,52**

Tutorial Problems

Tutorial problems faced by students of the constraints associated with the activation Of online tutorial (85 / 19,41%); delay initiation material (109 / 24.94%); constraints upload / upload tasks Of online tutorial (46 / 10.53%); constraints following the discussion forum Of online tutorial (8 / 1.83%); Of online tutorial value has not been released / announced (10 / 2.29%); contribution Of online tutorial subject to a final value (26 / 6.64%); delays / obscurity on online tutorial schedule (22 / 5.03%); Of online tutorial ideal tutor (6 / 1.37%); Final guidance Program(1 / 0.23%), and constraints to participate in the Of online tutorial (26 / 5.95%).

Tabel 4.3 Tutorial Problems

Topics	Problems	Total	Percentage (%)
	Online tutorial activation	85	19,41
	Initiation Material	109	24,94
	Online tutorial Task	46	10,53
	Online tutorial Discussion	8	1,83
TUTORIAL	Online tutorial scores	10	2,29
	Online tutorial Contribution	29	6,64
	Online tutorial Schedule	22	5,03
	Tutor of Online	6	1,37

	tutorial		
	TAP	1	0,23
	Participation	26	5,95
Total		342	78,31

Examination Problems

Problems faced by students exam associated with the value of the task in online tutorial /*UAS*which has not been announced and the assessment procedures Of online tutorial duty (8 / 1.83%); Kasis value of re-examination (7 / 1.83%); Repeat Testing System implementation time / SUO (8 / 1.83%), and the need for lattice exam for students (2 / 0.46%).

Tabel 4.4 Examination Problem

Topics	Problems	Total	Percentage (%)
Examination	Score	8	1,83
	Remedial	7	1,83
	SUO	8	1,83
	Framework od Examination	2	0,46
Total		26	5,94

Other problems

Problems faced by students exam associated with the intricacies of the implementation of the online tutorial (2 / 0.46%); implementation of face tutorials (3 / 0.69%); demand among student contacts (18 / 4.12%); difficulties in the control module / books the subject matter of the course (13 / 2.97%); problems learning at school (14 / 3.20%); and a discussion of the material modules / book subject matter of the course (8 / 1.83%).

Tabel 4.5 Other problem

Topics	Problems	Total	Percentage (%)
Others	Online tutorial questions	2	0,46
	Face Tutorial questions	3	0,69
	Greetings	18	4,12
	Module Comprehension	13	2,97
	Learning activity	14	3,20
	Modul	8	1,83
Total		58	13,24

Process of Guidance Counseling

The process of implementation of the guidance and counseling online in Open university-Online Forum conducted between students / participants with Faculty of teaching and education-Open university faculty as mentors. However, implementation guidance generally occurs "Peer Guidance and Counseling" inter-student participants, and / mentor as the following example:

Post page 36:
Online tutorials from DIANA Afriyani - Thursday, May 2, 2013, 15:41

O my friend,
passenger asked, when ya start of the online tutorial? there who know not? if anyone knows, please information, thank you.
 Re: Online Tutorials
of SRI TITI Harjati - Friday, May 3, 2013, 13:17

 samaaaa ... I'm still confused as well bundaaa ....
Show parent | Response

 Re: Online Tutorials
of SRI HARYANTO - Friday, May 3, 2013, 06:51

 Of online tutorial for pendas program started on 15 April to 9 June
Show parent | Response

 Re: Online Tutorials
of the TITI WIDORETNO MARIA - Thursday, May 2, 2013, 22:57

 iya ya, can not go well. which already can for the info donk ..
Show parent | Response

 Re: Online Tutorials
of ARTISTA TRI Mahadewi - Thursday, May 2, 2013, 21:40

 Tutorial online starting April 15, ya ....and ends June 9
Show parent | Response

 Re: Online Tutorials
of SHEILA Astaria - Thursday, May 2, 2013, 21:33

 bu how to gain access to a locked Of online tutorial ..
Show parent | Response

Re: Online Tutorials
of HARNAWITA - Thursday, May 2, 2013, 20:53

already drunk, religious education and psychological development of children already mulai.bahkan we do dah initiation 2. Maybe ibuk late to register once.
Show parent | Response

Re: Online Tutorials
of SHEILA Astaria - Thursday, May 2, 2013, 19:48

I also try to open Islamic religious education but terkunci..apa mmg pp started his online lectures ..
Show parent | Response

Re: Online Tutorials
from LOVELY LISA Adya - Thursday, May 2, 2013, 19:18

I go to the psychological development of children really locked yes.
Show parent | Response

Re: Online Tutorials
of SHEILA Astaria - Thursday, May 2, 2013, 18:35

I'm also more confused ni ..
Show parent | Response

Of the 437 posts, 326 (74.6%) get a response from peers and the student / mentor on the problems faced by students with regard to learning at the Open University. From the above findings, indicating that the process of guidance and counseling through Online Community Forums UT-effectively provide assistance / guidance to students who meet the constraints / problems related to registration, tutorials, exams, and other academic case they encounter.

Research Discussion

In a period of three years (May 22, 2011- May 28, 2013), as many as 155 students who participated in the Forum Program Student Counseling Early Childhood Education on online communities, with the overall number of posts as many as 437 posts (Table 1). Discussions at the Forum Counseling consists of 4 (four topics) with a number of posts as follows: (1) registration of 11 posts (2.53%), (2) tutorials 342 posts (78.3%), (3) test 26 posts (6%), and (4) other 58 posts (13.2%). Based on the data obtained in the Forum Counseling on online communities, was the topic discussed by the students, the majority (78.3%) the tutorial.

Based on analysis of content on the topic / focus of discussion in the Forum Counseling Student ofEarly Childhood Education in, there are three problems faced by students of Early Childhood Education of Open University, registration, tutorials, and exams. First, the registration problem faced by the students associated with the registration fee, re-examination, the increasement of tuition fee (4 / 36.36%); and opportunities for students to receive a scholarship(7 / 63,64%). Second, tutorial problems faced by students linked to obstacles to activation Of online tutorial (85 / 19,41%); delay of initiation material (109 / 24.94%); constraints upload / upload tasks Of online tutorial (46 / 10.53%); constraints following the discussion forum of online tutorial (8 / 1.83%); online tutorial value has not been released / announced (10 / 2.29%); contribution of online tutorial tofinal test (26 / 6.64%); delays / obscurity online tutorial schedule (22 / 5.03%); the proportion of ideal tutor (6 / 1.37%); Final guidance Program / *TAP* (1 / 0.23%), and constraints to participate in the Of online tutorial (26 / 5.95%). Third, the problems faced by students exam associated with the value of the task online tutorial / *UAS* has not been announced and the assessment procedures Of online tutorial duty (8 / 1.83%); *Kasis* value of remedial test (7 / 1.83%); Repeat Testing System time allocation/ *SUO* (8 / 1.83%), and the need for framework exam for students (2 / 0.46%). Fourth, other problems faced by the students associated with the intricacies of the implementation of the Of online tutorial (2 / 0.46%); implementation-face tutorials in pokjar (3 / 0.69%); demand for inter-student contacts (18 / 4.12%); difficulties in the control module / books the subject matter of the course (13 / 2.97%); problems learning at school (14 / 3.20%); and a discussion of the material modules / book subject matter of the course (8 / 1.83%). Based on data obtained, it can be concluded that the issues discussed by the tutorial that many students are: delays in the initiation of matter 24.94%, and constraints activation Of online tutorial 19.41%.

The process of implementation of the guidance and counseling conducted online between students / participants with FKIP-UT faculty as mentors. However, implementation guidance generally occurs "Peer Guidance and Counseling" inter-student / participant, as an example in a post page 36, it is evident from the 437 cases, which received responses from peer students and / or supervising as many as 326 cases (74.60%) , this means that it is effective as a forum sharing (sharing) to solve various problems faced by students with regard to registration, tutorials, exams, and others. Each student has an equal chance to utilize this medium to ask questions, express opinions, complaints, ignorance, lack of clarity with regard to the learning at UT.

From the above findings, indicating that the forum guidance and counseling for students through online communities EARLY CHILDHOOD EDUCATION effective program to provide assistance / guidance to students who meet the constraints / problems related to registration, tutorials, exams, and other academic case they encounter. Thus it can be said that there is significance counseling services forum on the online community to the problems EARLY CHILDHOOD EDUCATIONopen university students.

Conclusions and suggestion
Conclusions.

The topics discussed in the forum at the conseling service forum on UT-Online were including four (4) topics with a number of posts as follows: (1) registration of 11 posts (2.53%), (2) tutorials 342 posts (78.3%), (3) exam 26 posts (6%), and (4) other 58 posts (13.2%). It can be concluded that the discussion topics that have appeared in the forum of early childhood- Open university counseling onlinetutorial (78.3%).

The problems discussed in the online conseling service forum (Table 1), includes three (3) issues such as: registration, tutorials, and exams. Registration problems faced by the students associated with the registration feere-examination, the increase in in tuition fee (4 / 36.36%); and opportunities for students to receive a scholarship program (7 / 63,64%). Tutorial problems faced by students of the constraints associated with the activation online tutorial (85 / 19,41%); delay of initiation material (109 / 24.94%); constraints in downloading / uploading tasks of online tutorial (46 / 10.53%); constraints in following the discussion forum in online tutorial (8 / 1.83%); Online tutorial scores have not been released / announced (10 / 2.29%); contribution of Online tutorial to final score (26 / 6.64%); delays / obscurity of Online tutorial schedule (22 / 5.03%); Online tutorial the proportion of the number of tutor (6 / 1.37%); the final guidance Program(1 / 0.23%), and constraints in participating Online tutorial (26 / 5.95%). Problems faced by students associated with the score of Online tutorial / Final test which has not been announced and the assessment procedures of Online tutorial (8 / 1.83%); The value of re-examination (7 / 1.83%); Remedial TestSystem time allocation / SUO (8 / 1.83%), and the need for examination framework for students (2 / 0.46%). Another problem faced by the students associated with the intricacies of the implementation of the Online tutorial (2 / 0.46%); implementation- of face tutorials(3 / 0.69%); demand for inter-student contacts (18 / 4.12%); difficulties inbooks/ the subject matter of the course (13 / 2.97%); problems in learning at school (14 / 3.20%); and a discussion of the material modules / book subject matter of the course (8 / 1.83%). Based on data obtained, it can be concluded that the issues discussed by the tutorial that many students are: delays in the initiation of matter 24.94%, and constraints activation of online tutorial (19.41%).

The process of guidance and counseling in the UT-Online Forum conducted between students / participants with FKIP-UT faculty as mentors. However, in general the implementation of the guidance was using "Peer Guidance and Counseling" among participants, as an example in a post page 36. It is evident from the 437 cases, which received responses from peer students and / or supervising as many as 326 cases (74.60 %), this means that it is effective as a forum sharing (sharing) to solve various problems faced by students such as problems of registration, tutorials, exams, and others.

From the above findings, indicated that the process of guidance and counseling through Online Community Forums of UT was effectively providing assistance / guidance to students who meet the constraints / problems related to registration, tutorials, exams, and other academic case they encounter. Thus it can be said that there is significance counseling services forum on the online

community to the problems of students with regard to learning on the program at the open university of early childhood teacher education

Suggestion

Commonly, students often post in the Counseling services forum of Open University-Online, and share their learning problems (tutorial), also gain knowledge and experience from another student or tutors. It can help them to achieve success in the study at open university.

Open University institutions should accommodate a variety of student issues, by giving respond to any problems that arise in a student forum at the conseling services forum of early childhood education students' with the goal of guiding students' academic. The advantages for educational staff, the results of students' academic guidance can be used to obtain credit number in Education and Teaching, since not all staff are given privilege to give online tutorials.

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