

QUALITY OF ACADEMIC SERVICE DURING THE COVID-19 PANDEMIC AT STKIP SETIA BUDHI RANGKASBITUNG.

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- **Abstract:** The COVID-19 pandemic has caused entire schools and colleges to turn to online media. In reality, the transition between offline and online learning is quite difficult, for both students and educational institutions. This article was created with the aim of explaining how the quality of services provided by universities was achieved under conditions of limitations during the Covid-19 Pandemic. The locus of research is the Rangkasbitung College of Teacher Training and Education. This article is a literature review article conducted using the desk study method where the information obtained is secondary information from various sources which is also enriched by the results of observations and interviews with several related parties. In this article, it is stated how universities carry out academic services based on the theory of service quality which is discussed based on the dimensions of tangible, reliability, responsiveness, assurance and empathy.
- **Keywords:** online media, offline and online learning, desk study method