



Model Development of Effectiveness Students Care and Support System on Professional Learning Community: Incasing of Ban Phon- Ngam School

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Abstract:- *It is important to operate a student support system through a professional learning community. The teacher who is a practitioner has brought this concept of education in real-life outside the classroom to the classroom to develop a better-quality care system for students. Thus, the purposes of this study were to study a student support system through a professional learning community, a case study of Ban Phon -Ngam School. The student support system is one of the problems in school. The cause of the problem may come from the teacher's psychological knowledge. Sometimes, high-risk students and high potential students cannot be separated. There is an ineffective process for sending students to specialists. The result shows the implementation of the student care system via professional work processes, exchange of knowledge, and collective consciousness. These elements affect how to solve the problem of the student support system. The implementation of a student support system through a professional learning community enhances the quality of teachers' and students' learning achievement. Moreover, the student support system can improve the quality of learning in school.*

Keywords: Development, Student Care and Support System, Professional Learning Community

Introduction

Course about Outcome-based education (OBE), or outcome-based education, is an educational philosophy that states, that education should have an aim of producing a student's specific learning outcomes, knowledge, and abilities at the outset. Curriculum and teaching methods are designed to produce students with such competence. Learning outcomes are the expectations that students will be able to align with the learning outcomes of the learning activities. Focusing on learning outcomes, the process of identifying outcomes governs teaching and learning activities (Songsraboon, R., Thongtao, J., and Opaspong, P. 2022: 42-43).

The student support system is one of the processes in the educational administration of educational institutions with a teacher advisor as to the main operating personnel. by the participation of all personnel involved both inside and outside the educational institution combined with crises, various changes that occur, whether it is the climate change (Climate Change), the crisis caused by the Coronavirus Disease 2019 (COVID-2019). The adaptation to enter the new era known as the "21st century" has thus made social change unacceptable. various problems followed, As Petcharaksa, S., et al (2016) said, the social transformation that takes place to become a society that has entered a new era known as the 21st century, affects the way of life of humans in a society thoroughly Humans, therefore, need to be alert and prepared to learn skills for going out into the world of the new century, the most important 21st-century skills are Learning Skills (Petcharaksa, S., et. al, 2016). However, the learning of youth students in the 21st century is, therefore, an important issue for the administrators of all educational institutions that have received a centralized policy, intending to establish guidelines for educational institutions in their affiliation to operate the student care system effectively. Good and efficient. Including policy guidelines from the Minister of Education for the fiscal year 2017 that recognizes the importance of teacher development and improving the quality of learners according to the King's science through Active Learning and Professional Learning Community (PLC), or the process of Professional Learning Community towards quality Thailand 4.0. This is a school-based teacher development process that arises from unity, unity, and collaboration of teachers, administrators, and school educators to develop learners' learning essentially. And in order not to increase the burden on teachers and not to cause a lot of time spent on PLC training, Therefore, the Ministry of Education has determined that teachers can combine the hours of PLC training with the number of teaching

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hours that will be used as criteria for the advancement of academic standing following the new criteria that will be promulgated. The Office of the Basic Education Commission, therefore, has driven the Professional Learning Community process. to educational institutions at both the Office of the Basic Education Commission, Educational Service Area Offices, and educational institutions. This aims to enable teachers participating in the project to implement the community-based professional learning process to truly improve the quality of learners.

The Ministry of Education realized the urgent need to develop learners' lives in responsibilities, therefore coordinating with the Department of Academic Affairs, Department of Academic Affairs, and the Department of Mental Health, Ministry of Public Health to establish a student support system in 2000. And later on, the Office of the Basic Education Commission has set a policy for all educational institutions under its supervision to operate an effective student support system, so that students can receive assistance from the homeroom teacher or teacher advisor thoroughly, by Parents, communities, agencies, and related organizations are involved in the implementation of the student support system through the Professional Learning Community (PLC) process (Office of the Basic Education Commission, 2004).

The Government Teacher and Educational Personnel Commission Act, 2010, Office of the Government Teacher and Educational Personnel Commission establishes the teacher position standard under section 42, performing the main duties relating to teaching and learning management, learning promotion, and student development. The study, perform academic work at educational institutions, develop yourself and develop careers by stating that the nature of work related to organizing the student care system is one of the tasks in the teacher position standard. Therefore, the Office of the Basic Education Commission has established a policy for educational institutions under the supervision of students to have the skills to live in a rapidly changing society with happiness, feeling of love and appreciation for Self and others, have the skills to make decisions and solve problems that may arise in life effectively. The Ministry of Education, in collaboration with the Department of Mental Health, Ministry of Public Health (2001), has established a guideline in the caring system, and helping students in schools as follows: 1) getting to know students individually, 2) screening students, 3) student promotion, 4) prevention and resolution of problems, and 5) student referral.

From the education reform in 1999, there were important principles of education management, namely decentralization, participation of all parties, adherence to standards, and student retention, leading to the National Education Act of 1999, there was a structural change in the Ministry of Education due to many organizations having problems and unable to manage smoothly, so it was changed from 14 departments to 5 main organizations, namely; 1. Office of the Permanent Secretary for Education, 2. Office of the Basic Education Commission, 3. Office of Vocational Education Commission, 4. Office of the Higher Education Commission, and 5. Office of the Education Council Secretariat. In addition, there were reforms in various elements related to educational management in 7 areas, namely; 1. Curriculum and learning process, 2. Teachers and educational personnel, 3. Media system and technology for education, 4. Administrative and management structure, 5. Education quality assessment system, 6. Budget system. and educational resources, and 7. Social participation in educational management.

From the aforementioned problems, the student support system is considered as one of the processes in the educational administration of educational institutions with a teacher advisor as the main person in the management by the participation of all personnel involved both internally and externally. and outside the school. The Office of the Basic Education Commission has therefore formulated an important policy for all educational establishments under its jurisdiction to provide a system of care and assistance to students and to continuously take serious actions to achieve sustainability. In which all students must be cared for, assisted, protected, and protected in all respects with the right process, timely, and developed in all dimensions to be a good person, happy, and safe. In addition, taking care of students is important for improving the quality of life of all students to grow with quality, be able to live happily in society, a system with a clear operating process consisting of knowing students individually, Screening students, promoting student development, preventing and solving problems, and referrals (Cananil, N., and Phengsawat, W., 2016: 350).

The Professional Learning Community is a process of creating change by learning from the practice of a group of people who come together to work together and support each other. The objective is to develop learners' learning, jointly set learners' learning goals, and examine and reflect on both individual

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performance and overall outcomes, through a process of sharing learning, critiques, and collaboration. collaborative efforts focusing on and promoting the holistic learning process. There are at least five actions as follows: 1) have a common goal in learning management and development of learners to develop to the fullest potential. 2) There is an exchange of learning from the actual classroom situation. 3) All parties involved are involved in learning and joining forces to support the creation of change according to the goals. 4) There is criticism reflecting the results of student development work. And 5) HOPE was created for the team which consisted of; (1) honesty & humanity is based on facts and respect for one another. (2) option & openness is the selection of the best for students and ready to reveal Be open to learning from others. (3) Patience & persistence is the development of patience and dedication to persevere until it produces clear results. (4) efficacy & enthusiasm is to build confidence in the outcome of a learning management approach that is suitable for learners that will enable learners to learn and to fully develop themselves (Chaichaowarat, R., 2015: 8).

Because Ban Phon Ngam School, Pathum Rat District, Office of Roi Et Elementary Education Area 2, has limitations that are regarded as major obstacles in the administration and management of teaching and learning; Most of the students' parents are poor, thus the students' parents prefer to migrate to the provinces to sell labor. Most of the students live with their older relatives, depriving them of love and warmth, and lack of moral and ethical upbringing. This leads to learning problems that students do not pay much attention to in their studies. In addition, the school received an insufficient budget for educational management and the development of a student support system, thus it is considered an important policy of Ban Phon Ngam School in teaching and learning. This is in line with the school's motto, "Good studying, discipline, develop and maintain unity".

From the aforementioned problems, the researcher realized that it was necessary to develop a model of management for the development of a student care system concerning the student screening process of Ban Phon Ngam School, Dok Lum Subdistrict, Pathum Rat District, Roi Et Province to be effective through the process. Professional Learning Community (PLC). This is to ensure that the student screening system is effective, accurate, verifiable, and easy to use. Importantly, as a guideline for teacher development in learning management in the 21st century using the concept of a professional learning community, This is an innovation for education reform and also affects effective school management.

Objectives

To develop a model for implementing an effective student care system using the Professional Learning Community process.

Research conceptual framework

From studying concepts, theory, and research papers on the principles of student care systems through a professional learning community, which has established the research conceptual framework "Developing a Model of Operations for Student Care through Professional Learning Communities" as follows; the student support system based on the concept of the Office of the Basic Education Commission, Ministry of Education (Office of the Basic Education Commission. 2004; Department of Mental Health, Ministry of Public Health. 2001), consists of; 1) getting to know each student individually, 2) screening students, 3) Promotion and development of students, 4) Prevention and troubleshooting, and 5) Referring students to the professional learning community (PLC) (Ministry of Education. 2016) were; P-Professional, L-Learning, C-Community. That is to say, it is the gathering, cooperation, and joint learning of teachers, administrators, and educators based on a friendly relationship with a common vision, values, goals, and missions. All parties work together as a learning team with teachers as a leader and administrators as administrators to support learning and professional development to transform one's quality into a quality of learning management that emphasizes the success or effectiveness of the students. Studying is important. The researcher summarizes the research conceptual framework as follows:

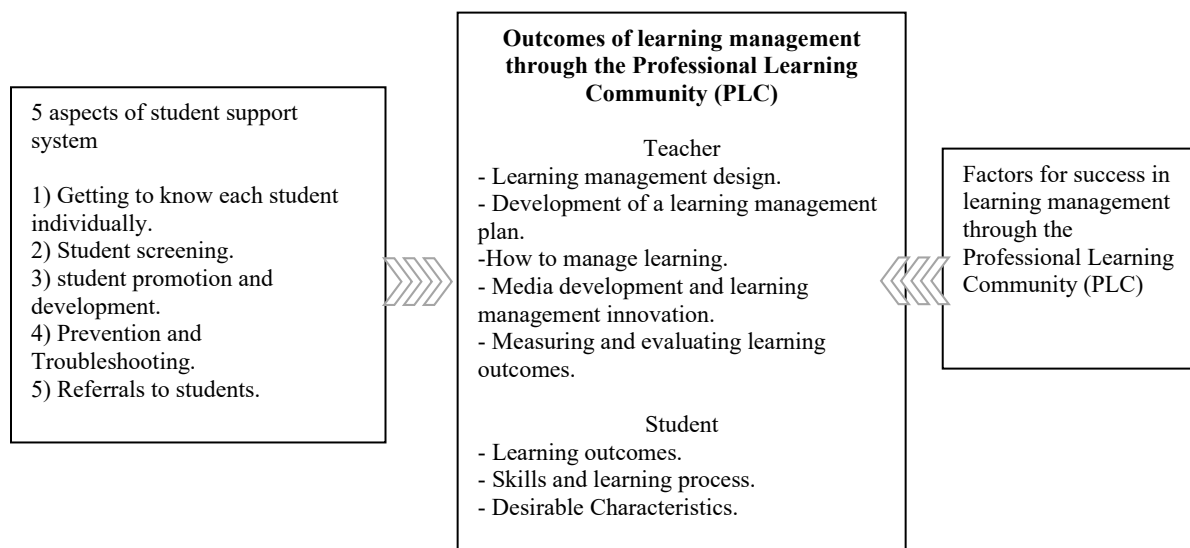


Figure 1: Research Conceptual Framework

Methodology

Researchers conducted research using Four Steps Action Research: 1) Diagnosis, 2) Action planning, 3) Action, and 4) Operational evaluation (Chatakarn, V., 2015: 43; Angnoi, T., 2020: 35). This research was operated on the following process as follows;

The first step: Study the problems of the implementation of the student support system of Ban Phon Ngam School from the self-assessment report, the educational development plan, the information from the student support system operation document, and study from the relevant research documents.

The second step: Plan the development of a model for the implementation of a student support system using the Professional Learning Community (PLC) process. (1) Study guidelines for the implementation of an effective student care system based on expert advice. (2) Study the guidelines for the implementation of the professional learning process in the form of a Case Study, from related documents such as the 20-year National Strategy, Human Resources Development, and Enhancement, National Education Plan 2017 - 2036. Conditions of operation of the student support system of Ban Phon Ngam School student support system process Professional Learning Community (PLC) and Case study processes. (3) Draft and plan the implementation of an effective student care system implementation model using a case-by-case professional learning process, Ban Phon Ngam School teachers meeting to plan and examine the feasibility of implementing the model. The model was used for 7 people, consisting of; 1 school director, and 6 teachers.

The third step: Take the model for an experiment to observe the changes occurring by using the data source model of 102 students in Ban Phon Ngam School Academic Year 2019, collecting data from Ban Phon Ngam School operations throughout the academic year. 2019.

The fourth step: Report the results of using the model to be used as information for improvement by meeting to summarize the results, and prepare information about the results of the study. along with publishing.

Results

The results of the research found that

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1. Synthesis of Model of student care system using the Professional Learning Community process as follows;

The results study the process of implementing an effective student care system, from expert interviews and guides to get knowing the students individually to build familiarity and get to know students deeply to understand the differences of school, students found that there should be a variety of methods for collecting student information, such as interviewing students and interviewing parents or other stakeholders. Student home visits: should be scheduled as an operational calendar, planning a model of implementation through a system of student support through the Professional Learning Community. Student screening: Students should be grouped into individual areas such as learning, behavior, and health by classifying them as problematic groups, and risk groups on a case-by-case basis, to promote and develop students. Take action based on the students' interests. Prevention and remedial: The involvement of parents and students should be emphasized so that students are aware of preventive and corrective actions. Student Referrals: Referrals should be carried out by teachers, advisors to administrators, and external experts. In addition, the operation to develop a model of an effective student care support system by using the Professional Learning Community process has resulted in the following operational models:

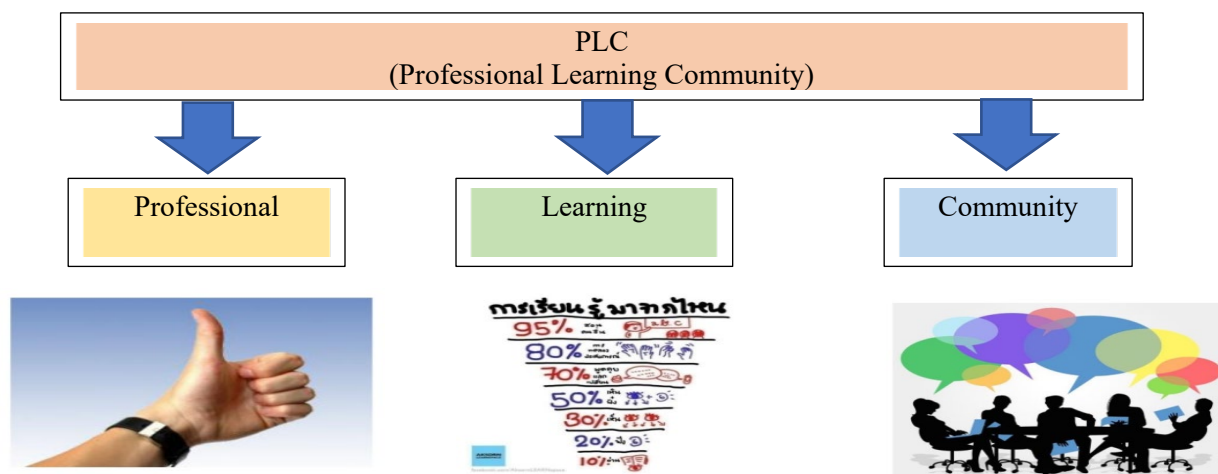


Figure 2: Professional Learning Community (PLC)
Source: Office of the Basic Education Commission (2004: 39)

1.1 Professional is an adjective derived from the word "profess" which means "acceptable". Professional work refers to work that is recognized and respected. Working with knowledge and expertise, if used with people, is called a "Professor" that and are also well-versed in all matters related to that matter with professional work, therefore, it is a work that people do must know and understand the problem and the need for the cause; have knowledge or principles to solve the problem; What to do, how to use it, if you need people to help you work, you need to know who will work and achieve goals, you need to know the relevant rules, know or predict what problems will arise in the work to find a way to prevent Know what benefits the finished work will bring. What will be the future of that work, or know the goal of the job clearly. If the team works together like this, everyone will achieve perfect results so they can step up. to be "professional"

1.2 Learning refers to a relatively permanent change in a person's behavior as a result of practice or experience. Learning is not merely teaching or telling to understand and remember, but rather refers to



a change in behavior that is synonymous with learning. The result of the learning process consists of 3 steps, namely

The first stage: is an experience in a normal person, all senses are present. Most of the time it is understood that the five senses are the eye, ear, nose, tongue, and skin. Perceive and respond to various stimuli. Without these sensors, the person has no opportunity to perceive or experience anything, which is the same as he is unable to learn anything at all. Some are direct experiences, others are indirect experiences, others are concrete experiences, and others are abstract experiences leading to the second stage of understanding.

The second stage: understanding the experience, this process takes place in the person's brain or mind because the brain perceives and retains memories. This process is known as "understanding". In learning, a person understands the experiences he experiences only when one can organize, analyze, and synthesize experiences until their true meaning of them is found.

The third stage: thinking is considered to be the final stage of learning, which is a process that takes place in the brain. Effective thoughts are those that can organize prior experiences with new experiences that are given to them, able to find ideas. The relationship between old and new experiences is central to the fulfillment of true learning.

1.3 Community is a voluntary gathering of people who participate in voluntary social activities that may be independently self-sponsored or within established rules, both formally and informally, including interest groups such as Clubs, cultural groups, religious groups, professional or educational professionals groups, etc.

2. To bring the Model of the student care system using the Professional Learning Community process into practice in the field, the research process was carried out as follows.

2.1 Implementation planning: (1) Establishing a common vision and goals for everyone in the school. (2) Building knowledge and understanding for teachers and personnel about the effective implementation of the student support system by using the Professional Learning Community process. (3) Determining the roles and duties of each person in operating the student support system. (4) Allocating budgets, materials, and equipment for the implementation of the student support system. And (5) Determination of operating procedures, and operational calendar.

2.2 Operation steps: (1) Getting to know the students individually, the teacher-counselor gets to know the students openly and discusses the students' problems. (2) Student screening Teacher-advisor conducts screening of students together with students' parents. (3) To promote and develop students, teachers and personnel should organize activities to promote academic careers, including interests and aptitudes. (4) Preventing and correcting teachers and personnel should carry out the process of the vocational learning community and in case of exchanging knowledge on issues of interest to prevent and solve problems of students. (5) Referral students, if a problem that cannot be solved, should be assisted by referral to a specialist

2.3 Model Test: (1) Getting to know students individually: Teachers have individual student information, and use student home visits and engagement activities through vocational learning communities, with vocational learning community activities documented. (2) 100% screening of students was screened from student home visit activities, and interviews were recorded by professional learning community activities. (3) Promotion and development of students will be promoted in academic career skills through 100% attributes from activities.

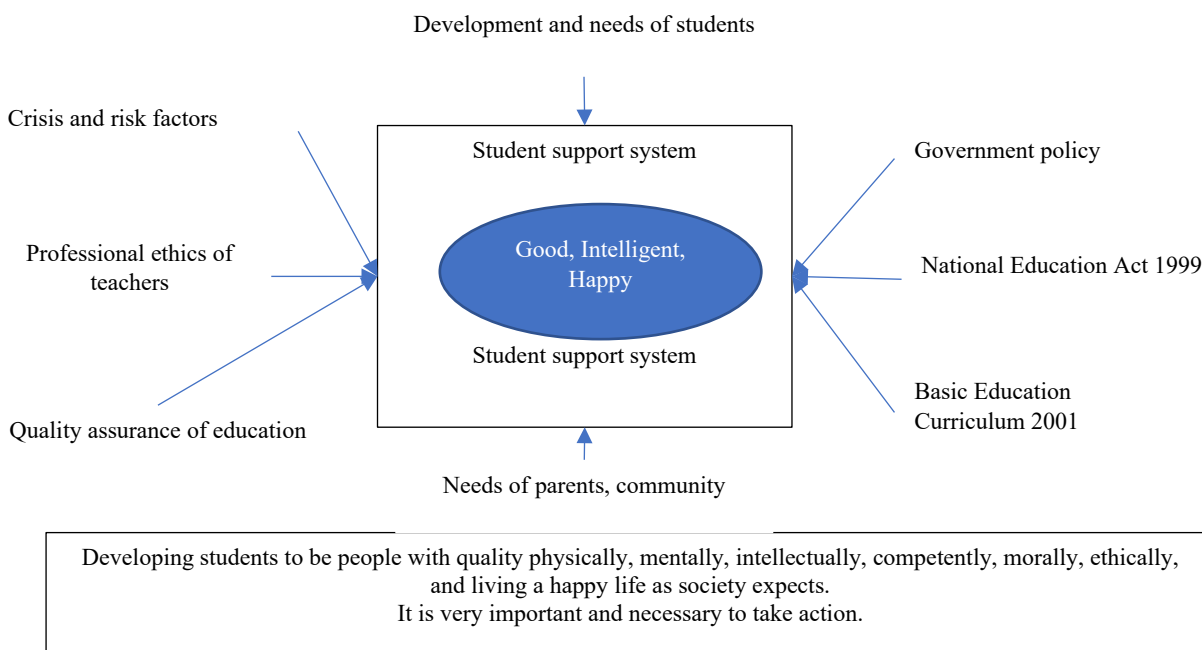


Figure 3: Management of the student support system of the school
Source: Office of the Basic Education Commission (2004: 27)

Developing a model for the implementation of a student care system through a professional learning community: a case study of Ban Phon Ngam School. Because Ban Phon Ngam School, Pathum Rat District, Office of Roi Et Elementary Education Area 2 has limitations that are considered a major obstacle in the administration and management of teaching and learning. That is to say, most of the students' parents are poor, which makes the students' parents prefer to migrate to the provinces to sell their labor. Most of the students live with their older relatives resulting in a lack of love and warmth, a lack of moral and ethical education, resulting learning difficulties, and students do not pay attention to study. In addition, the school does not receive enough budget to manage education, the development of a student support system is, therefore, an important policy of Ban Phon Ngam School in teaching and learning.

In addition, Ban Phon Ngam School is committed to improving the quality of education with an emphasis on learners and has developed a support system for students to provide care to solve problems, develop, and provide assistance to students equally. This has resulted in quality in three areas: the quality of learners, quality of teachers, and quality of schools. It has also resulted in schools and school personnel receiving numerous awards at the educational district, provincial, regional, and national levels. In particular, the Student Care and Assistance Award is a guaranteed award in terms of the student care system at Ban Phon Ngam School.

The researcher, therefore, developed a management model for the development of a student care system concerning the student screening process of Ban Phon Ngam School, Dok Lum Subdistrict, Pathum Rat District, Roi Et Province to be effective through the Process of Professional Learning Community (PLC). As a result, the student screening assistance system is effective, accurate, verifiable, and easy to use. Problem-solving from the Professional Learning Community (PLC) activities resulted in students having better behavior, good grades, better adaptation to classmates, good grades, and more interest in learning. However, by solving such problems through Professional Learning Community (PLC) activities with the cooperation of administrators, teachers, educational personnel, as well as parents, students can improve themselves. In addition, the school has organized teaching activities in an active learning method, resulting in students being able to adapt to all students according to their interests and aptitudes. The results of the



school project assessment, which were at the highest level, found that; (1) Input factors: Schools have the availability of buildings, classrooms, and an atmosphere of active learning teaching activities. (2) Process: the assessment results are at the highest level, the management process is well suited, teachers have appropriate teaching and learning activities, students get to practice, and also allow parents to have participated in teaching activities, There are exhibitions and exhibitions of student work for students to express themselves appropriately, a classroom atmosphere is created that is conducive to activities as well. And (3) Outcome: As students apply their knowledge and skills to everyday life at home or in the community, they improve their moral and ethical grades, and can live happily in society.

Discussions

Developing a model for the implementation of the student care system through the professional learning community: The case study of Ban Phon Ngam School is the result of research to develop a model for the implementation of the student support system through the use of the Professional Learning Community. It is the process of creating change by learning from the practice of a group of people who come together to work together and support each other. Its purpose is to develop learners' learning together to set goals for learners' learning and to examine and reflect on their performance, and the overall outcome through the process of exchanging learning, critiques, working together, collectively collaborating, focusing on, and promoting the holistic learning process. There are at least five actions as follows: 1) have a common goal in learning management and development of learners to develop to the fullest potential. 2) There is an exchange of learning from the actual classroom situation. 3) All parties involved are involved in learning and joining forces to support the creation of change according to the goals. 4) There is criticism reflecting the results of student development work. And 5) HOPE was created for the team consisting of; (1) honesty & humanity is based on facts and respect for one another. (2) option & openness is the selection of the best for the learner and open-minded to learn from others. (3) patience & persistence is the development of patience and determination. Dedicated efforts until the result are clear. (4) efficacy & enthusiasm is to build confidence in the outcome of a learning management approach that is suitable for learners that will enable learners to learn and to fully develop themselves (Chaichaowarat, R., 2015). However, the development of a model for the implementation of the student care system through the professional learning community: A case study of Ban Phon Ngam School can be used to effectively implement a student support system, especially in a small school. It also builds solidarity with students themselves and builds good relationships with administrators, teachers, educators, as leaders in planning activities to drive the Professional Learning Community (PLC), This makes teaching and learning management more efficient, resulting in students' happiness in teaching and is also a new way of teaching and learning in the 21st century that focuses on students as well.

However, the important role of driving the student care system through the vocational learning community at Ban Phon Ngam School is partly due to the promotion and support of the school administrators, which is considered to be the art of leadership or leadership that aims to create as changing in direction is favorable following Absee, A., and U-senyang, S. (2022) found that a lot of new changes are happening. It has affected various operations to transform the administration of the organization in its original way into a new paradigm. The design of a new organizational structure from decentralized management. It is transformed into a decentralized model, minimizing the exercise of authority as an administrator, and local government administrators need a clear vision and concrete management achievements that make followers believe and trust to join forces with leaders to pursue the success of the goals laid out to bring followers and organizations to the goals. The transition leadership phase is a process that influences the change of members of the organization. Leaders who influence them accordingly are empowering followers to become leaders and those who change units in the process of organizational change. As such, the transition leadership state is viewed as a holistic process and involves the actions of leaders at various levels. At the same time, following to Srisuk, T., and U-senyang, S. (2022) found that innovation is of great importance and is considered the key to the advancement of the organization and the ability to grow economically and socially. Local management requires innovation as a tool to manage and develop local people to find new approaches and ideas for resource management, in the form of innovative



products and process innovation. Organizations with knowledgeable organization leaders are access to knowledge to manage knowledge effectively, the organization is constantly improving and developing. This research is a theoretical approach to innovative leadership. It consists of eight key elements: Morale and barriers to innovation, Sponsorships, and Rewards, Resources, defining boundaries and tasks; creative freedom, innovation development, and teamwork. The results of the study of innovation organization consisted of 4 components: personnel, structure and work processes, technology, and organizational culture.

In addition, the personnel involved in the process of the student support system are considered to be people who work together with the spirit of a teacher and dedicate themselves to the role of a teacher as well, considering that that person is motivated to perform their duties and commitment to the organization as well as following Senaniwat, A., and U-senyang, S. (2022) found that the management is an important aspect of every organization; human resource is the most important factor in creating jobs to progress. Performance satisfaction is a key factor in how a person feels good about their job, as well as being a motivator that helps a person to be willing to perform to the best of their ability, resulting in effective performance. Work according to the set goals. If the personnel is motivated to work, then they are happy and satisfied with the work they perform and incentivize loyalty to the organization, until it becomes a bond. Therefore, this article is a review of the literature and research related to performance motivation affecting employee engagement, which will be useful to those interested in applying it as a guideline for organizational adoption.

Recommendation

As a result of the implementation of the student support system through the vocational learning community, Ban Phon Ngam School has improved the quality of teachers, and students have improved overall quality of learning at a higher level to a large extent. It has also become a model of a student support system that can be used to truly improve the quality of learners. It also builds solidarity with students themselves and builds good relationships with administrators, teachers, and educators as leaders in planning and implementing activities to drive the Professional Learning Community (PLC). However, to make it more useful, here are some things that will be done:

1. Applying finding recommendation: The results showed that the Professional Learning Community process can make effective implementation of the student support system. Therefore, there should be preparation and development of teachers and educational personnel to know the Professional Learning Community process, to increase the quality of the operation of the student care system. Thus, the direction of further driving should be carried out as follows.

1.1. Having a common goal or consensus in teaching and learning: This is an important starting point for building a learning community for teachers set those directions or goals.

1.2 Seeking solutions together: starting from administrators and teachers in schools sharing learning from the goals of the organization by bringing experience and knowledge from practice or knowledge that is embedded in the work of each teacher. It is necessary to rely on a coach that meets the needs of the teacher, where the guidance must be consistent with the context of the area.

1.3 Review the results of the practice that has been shared to plan the development of teaching regularly: When teachers have jointly reviewed how to practice together before actually teaching in the PLC, those results must be reviewed. as to the results of what has been seen and learned, or this activity may be called a review after practice, while other teachers will be able to share what they have seen and what has been learned from their fellow teachers.

1.4 Learn from the real practice of professional colleagues: All activities in the PLC band are not just a platform for exchanging knowledge, but may also mean observing the teachings of fellow teachers, and using media to explain in the PLC band. Successful people build confidence from practice that leads to theory or networking with teachers from different schools with the same goal to truly improve teacher teaching and learning.



1.5 Go Public and Network: When the process of developing children's learning is successful, the way to make it sustainable and widespread is to bring those stories or mechanisms to the public, whether open to other communities. have come to study and exchange together to create a community partner.

2. Further research recommendation: The development of a model of the implementation of the student care system through the professional learning community should be tested in medium or large schools to be effective in enhancing the Strengthen the development of a more efficient student care system.

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