

## ABSTRACT

*iGracias is a main portal that implemented at Telkom University .The most important module of iGracias is Lecturer's module because it used to support and control academic procedure. Considering the significant role of the lecturer's module, it's important to explore what factors that influence the success of iGracias. This research adopted DeLone and McLean model to measure information quality, system quality, service quality, system use, user satisfaction, and net benefits of the iGracias. This research use stratified random sampling method to distributed questionnaires to 222 faculty members of Telkom University. This research use Structural Equation Modeling (SEM) to analyze the data.*

*This research found that the service quality influences user satisfaction and system use. Furthermore the information quality and system quality only influence user satisfaction but not system use. In other side, system use and user satisfaction does not influence each other. It might be happened because iGracias Portal is mandatory system. However, both system use and user satisfaction influence net benefits obtained by users and organization.*

***Keywords: success factors, iGracias, Academic Portal, De Lone & McLean Model, Structural Equation Modeling (SEM)***