

ABSTRACT

The SIKAD *mobile* web application is a platform for an online-based Academic Information System developed by the Islamic University of Riau. The primary objective of this application is to facilitate various crucial processes such as Course Registration (KRS) submission, printing of Study Result Cards (KHS), transcript printing, viewing payment history, and leave application. However, after conducting a *usability* evaluation using the *System usability scale* (SUS) involving 5 respondents, namely students of the Islamic University of Riau, it was found that the SUS score for this application was 60.0. Additionally, through interviews with the head of the development team and the respondents, issues were identified in the KRS submission interface. These issues were related to an untidy layout, unclear information, and inappropriate button placement on the screens of each respondent's device. Consequently, the *user experience* in using the SIKAD *mobile* web application was less satisfactory for the students. Therefore, the objective of *redesigning* the SIKAD *mobile* web application is to enhance the *user experience* in the KRS submission feature on the *mobile* platform and improve user satisfaction. The method employed for this *redesign* is *Goal-Directed Design* (GDD), which is suitable for meeting user needs and objectives. The *redesigned* interface will be evaluated using the *System usability scale* (SUS) to measure the extent to which the desired goals have been achieved. Through the GDD approach, it is anticipated that interface issues in this application can be addressed, and the set objectives can be fulfilled, resulting in an overall improvement in the *usability* of the SIKAD *mobile* web application.

Keyword : *Mobile web application, User interface, Goal-Directed Design*