

Abstract

My Tel-U is one of the supporting applications for the Telkom University community. My Tel-U has been downloaded more than 10,000 times and has a rating of 3.9 on the Google Play Store. There are several user reviews that expect an improvement in My Tel-U user interface. After conducting interviews to explore the problems that occurred in My Tel-U, it was found that users found it difficult to view class schedules because they had to go through several menus first. This problem is an Ease of use problem. When evaluating My TelU application, the SUS score was 61, the Completion Rate for the task of viewing class schedules was 50%, the task of viewing attendance information was 43%, and the Overall Relative Efficiency was 54%. The solution in this research is to improve the user interface using the Goal Directed Design method which will focus on meeting the goals of the user. After improvement, the SUS score increased to 82, the Completion Rate for the task of viewing class schedules was 100%, the task of viewing attendance information was 100%, and the Overall Relative Efficiency was 100%. The goals of all respondents have been met in this study because when an interview was conducted at the end of the evaluation, users said that this design had met their goals.

Keywords: my tel-u, user interface, ease of use, goal directed design