ABSTRACT

E-learning is innovations from the development of information technology in teaching and learning activities. The university's LMS website is one of the e-learning facilities. How good a university's LMS website is can be determined by conducting usability testing. However, there have been complaints regarding the user interface of the LMS Telkom University website from users. Therefore, the aim of this research is to evaluate and improve the level of usability and effectiveness of the user interface. The interface design method used is User-Centered Design with the System Usability Scale (SUS) method to measure the level of usability and design a user interface that suits user needs. User needs are taken by receiving suggestions for improvements from users. Suggestions for improvement are taken from the results of user interviews and questionnaire collection from respondents. Then redesign the user interface according to suggestions for improvements. The results of the design will later be tested and the SUS score results between the two will be compared. The results of the score before and after improvements were made increased from 67 to 88. These results show that suggestions for improvements from users can increase the level of usability scores on the Telkom University LMS website.

Keywords: *LMS, System Usability Scale, User-Centered Design, Telkom University, E-learning*