

ABSTRACT

E-Mentoring, an electronic form of *mentoring*, allows students to receive guidance, advice, and support from lecturers as mentors in their academic development, understanding of subjects, career choices, and professional challenges. In today's fast-paced information age, students must adapt and carefully explore information that can contribute to their *personal* growth. *E-mentoring* arises as a viable option for self-improvement, offering a platform where experienced lecturers can share their insights and experiences, allowing students to gain a more comprehensive understanding in a competitive environment. This research involves the participation of students and lecturers as respondents in a relevant research context. The research methodology employed is the Design Thinking approach, which involves a series of stages such as problem understanding, exploration, ideation, prototyping, and *testing*. The objective of this study is to develop a *mentoring* platform at Telkom University as a medium for interaction between students and professors, with the aim of providing an effective solution that aligns with the functions and objectives of *e-Mentoring*. The researcher has produced a website-based platform called "Telkom *Mentoring*" as a solution that can be utilized by students and lecturers to facilitate 1:1 *mentoring* processes. After the *design prototype* of the website is completed, a *testing* phase is conducted involving a number of student and professor participants. The measurement results obtained for the SEQ score were 6.6, while the SUS measurement yielded a score of 85.6 with a grade B, indicating a high level of *user* satisfaction. These scores indicate that students and lecturers find the *system* easy to use, effective, and fulfilling their needs in the *mentoring* process. These findings provide evidence that the Design Thinking approach in the *design* of the Telkom *Mentoring* website *prototype* is capable of delivering a positive *user* experience.

Keywords— User Experience, User Interface, *E-Mentoring*, Design Thinking, Evaluation