

ABSTRACT

E-Mentoring or electronic mentoring is a program that allows students to receive guidance from Telkom University professors as mentors in the form of advice, academic development, understanding of subject matter, career selection, and professional challenges. This program provides opportunities for students who seek to enhance their skills and prepare for the future, while also offering professors access to find suitable talent based on specific criteria. The research involved two participants, namely professors and students as respondents. The research method utilized in this study was Design Thinking, which encompassed several stages, including problem understanding, exploration, idea generation, prototyping, and testing. The objective of this study was to design a product in the form of a mentoring platform within Telkom University, serving as a means of interaction between professors as mentors and students as mentees. The research yielded a product in the form of a website called "Telkom Mentoring," which provided a solution to facilitate interactions between professors and students in conducting 1:1 mentoring. Following the completion of the prototype design phase for the Telkom Mentoring website, researchers conducted testing involving professors and students as participants. The results of the System Usability Scale (SUS) testing showed a score of 6.2 with a grade of B, indicating a high level of user satisfaction. Additionally, the score of 85.6 for the Standardized User Experience Questionnaire (SEQ) demonstrated that both professors and students found the Telkom Mentoring website to be easy to use, efficient, and met their needs. These results confirm that the application of the Design Thinking method in the design of the Telkom Mentoring website successfully provided a positive user experience, as it was user-friendly and efficient.

Kata kunci — *User Experience, User Interface, E-Mentoring, Design Thinking*