

ABSTRACT

The study program (Prodi) is the implementer of higher education in accordance with its field of science which must have accreditation. Universitas Telkom's Bachelor of Information Systems study program has four main performance indicators which are used to measure the performance of a study program which is closely related to accreditation. These indicators include the number of students graduating on time, the number of students who withdrew, the number of students past the normal study period, and the number of critical students. Currently, the monitoring process for these four indicators is still carried out semi-manually, which is considered ineffective and inefficient and prone to errors. To overcome these problems, this research aims to design and implement a user interface and user experience application for monitoring student study progress using the design thinking method. The design thinking method applied in this research includes five stages, namely empathize, define, ideate, prototype, and testing. Testing of this application design involved students, guardian lecturers, and heads of study programs, and was tested in two stages using the Maze tool with a final MAUS score of 91 for student users, a score of 88 for guardian lecturer users, and a score of 88 for study program head users. Then using the System Usability Scale (SUS) parameters, an average score of 85.8 was obtained with an acceptability range of "Acceptable", adjective rating "Excellent", and grade scale B for student users. The final score is 84 with an acceptability range of "Acceptable", adjective rating "Excellent", and grade scale B for guardian lecturer users. And for study program users, an average score of 65 was obtained with an acceptability range of "Marginal", an adjective rating of "OK", and a grade scale of C. Based on this process, it can be concluded that the current website design can be well accepted by student users and tutors, however by Kaprodi users is still less than optimal and requires further improvement.

Keywords— Dashboard, Design Thinking, Monitoring, System Usability Scale (SUS), User Interface