## Abstract

Use the website to support academic activity in education world is developed over the time, including Telkom University that have I-Gracias. And I-Gracias as aplication that support academic activity certainly must have a good usability. The good usability is important point that must be noted by user that be effective and afficient in use of. To know the standart appraisal of level usability of I-Gracias then needed model that test the level of user satisfaction againts system. The system will be rated by criteria of usability that consists of learnability, efficiency, memorability, errors and satisfaction. Measurement of user satisfaction is assistanced by quetioner to the user of I-Gracias. The quitioner is shared and will produce the data, then will be processed by model Kano and SPSS aplication. After the procession then the data will be analized against result of data processing so will determine the level of user satisfaction of I-Gracias usability and give the recomedation for the improvement.

Key word: I-Gracias, usability, user satisfaction, quetioner, Kano, and SPSS