ABSTRACT

Telkom University One Stop Service (TOSS) is a website developed in 2022 to provide centralized submission services for student-related documents. These services include various types of documents such as active student letters, certificates for courses, research, and internships, as well as scholarship recommendation letters. Based on questionnaire data from 30 respondents, it was found that active student letters were the most frequently submitted documents, followed by internship and research certificates. However, interviews with several respondents revealed issues with user experience, including navigation difficulties, challenges in accessing document status, and problems with downloading approved documents. Measurements using the System Usability Scale (SUS) resulted in a score of 55,16, categorized under the Acceptability Range "Marginal Low," Grade F, and Adjective Ratings "Good." This indicates that the user interface of the TOSS website requires significant improvements. To redesign the interface, the User-Centered Design (UCD) method was chosen for its focus on user needs and convenience through an iterative design process. After the redesign, testing results showed an improved SUS score of 80.25, classified within the Acceptability Range "Acceptable," Grade B, and Adjective Ratings "Excellent." Thus, the redesign of the TOSS website successfully enhanced usability and user satisfaction.

Keywords*: Telkom University One Stop Service (TOSS), User Centered Design (UCD), System Usability Scale (SUS), User Interface, Website.*