

ABSTRACT

The advent of digital technology has prompted educational institutions to adopt online learning systems, with the Learning Management System (LMS) platform being a prominent example. Telkom University Purwokerto is one of the institutions that utilize web-based LMS to support academic activities. However, the results of a questionnaire administered to students revealed various issues with the user interface, including confusing login buttons, an unorganized layout, and unintuitive navigation. These issues have a deleterious effect on the LMS's usability and user comfort, thereby compromising the user experience. The present study aims to evaluate the Telkom University LMS user interface using the Heuristic Evaluation method and to design solutions in the form of prototypes. The evaluation process was conducted by three expert evaluators, who identified 12 usability problems, particularly related to the principles of aesthetic and minimalist design. Pursuant to the evaluation results, a high-fidelity prototype was developed to improve the display. The initial design and the improved design were subjected to a series of tests by 32 active Telkom University student respondents, who were tasked with performing a specific task scenario and subsequently completing the UEQ questionnaire. A comprehensive evaluation of the redesign's efficacy reveals that it has achieved a notable enhancement in user experience. However, further enhancements are necessary to optimize efficiency.

Keyword: *Heuristic Evaluation, Learning Management System, UEQ, User Interface*