

I. INTRODUCTION

The use of the web in a higher education environment is important as a means of introducing university profiles as well as promotion and communication media. However, if the web doesn't show where the user is, what information to look for and how to find relevant content, the user will feel frustrated [1]. Users have difficulty finding information and need support in a clear structure and a strong place; this can be provided by the navigation system [2]. Navigation plays an important role in shaping the web user experience because it provides interaction and information to increase understanding and give affection to the web credibility [3].

Navigation involves Information Architecture to form information structures, link information, and usability to help users easily complete tasks or find what they are looking for [4, 5]. One of the key components that affect the usability of the web is the navigation system [4]. Kalbach defines the aspects that are evaluated to identify usability problems in navigation by conducting usability testing, the aspects assessed in navigation are visibility, labels, orientation, findability, and efficiency [3]. Identifying navigation using the Trunk Test strategy can find navigation weaknesses and usability problems on the web, Trunk Test can evaluate navigation schemes by providing general patterns in the navigation scheme in the form of web ID items, page names, search, local navigation, sections and subsections (Main navigation and sub-navigation), and user position indicator [1].

Given that the web is a medium for delivering information and communication between universities and visitors, the web must be the center for finding the information they need easily, reliably, and quickly. Web navigation must meet the usability aspect of navigation which is expected to facilitate finding information on the web user navigation. So, usability testing on navigation was conducted to find out usability problems that exist in Telkom University web navigation (telkomuniversity.ac.id). Then, we applied the Trunk Test analysis strategy to get a general pattern of navigation schemes that could help and facilitate users when searching for information on the web. The test results made recommendations for redesigning navigation by implementing the Trunk Test strategy.