

Introduction

SMA Harapan 1 Medan has already utilized web-based information technology as an information medium to help students become more familiar with and get the most up-to-date information provided by the school. However, based on the user's interview, there were still bad issues that should be fixed, such as inadequate information, menus that couldn't be utilized effectively, and a lack of critical features. Through a deep interview with the website admin, this research underlined that the website had never been appraised, so the problems were not solved soon. This research brought initiatives to evaluate the website to generate the relevant strategies when fixing it.

There are various approaches to evaluating a website today, such as WEBQUAL 4.0, ISO/IEC 25010, and Webuse. The Webuse method comprises 24 questions separated into four categories: content organization and readability, navigation and links, user interface design, and performance and effectiveness. Webuse is a website evaluation method that focuses on usability. Its focus became this research's main consideration for adopting Webuse in web evaluation. It also incorporates all usability areas from other usability tools, such as WAMMI, webSAT, Bobby, and Protocol Analysis. Moreover, the bad issues discovered in the case study were relevant to the Webuse categories. This research also combined the Webuse technique's evaluation results with the Importance Performance Analysis approach to determine the level of conformance and how satisfied users are with the website and also used to determine which parts need to be fixed or maintained. The results became insight to formulate improvement strategies.