# *ABSTRACT*

*An academic portal application created with the aim to be able to provide services to campus parties such as students, faculty and staff as facilities that can be used anytime and anywhere.* i-Gracias *is an academic application with website base containing the information of Telkom University in education process and campus management where each party has access right anywhere, either outside or inside campus environment using internet network. But in its application since 2013,* i-Gracias *experiencing many obstacles and complaints felt by the user so that the necessary identification of user needs on the use of the website.*

*This study aims to identify the 24 attributes of user needs based on interviews with lecturers Faculty of Engineering Telkom University. Web Usability is used to measure user satisfaction with existing services to identify attributes that are classified as weak for later repair. In addition, this study also can determine the influence of each attribute on the level of satisfaction based on the grouping of attributes into the Kano category. By integrating Kano's Model and Web Usability, recommendations can be made to the needs attributes that need to be improved and developed in the use of the* i-Gracias *website.*

*Based on the results of Web Usability and Kano's Model integration, there are 13 True Customer Needs that need to be improved and developed by considering the level of satisfaction and influence of each attribute on user satisfaction.*

*Keywords: Academic Portal, University, Software, Kano Model, Web Usability, Needs Analysis, True Customer Needs.*