ABSTRACT

Currently, advances in the field of information technology has been very rapid and very give a very big influence for some people. An online information-based technology is expected to help a university to disseminate information widely and quickly, and to help students get the latest information about their lecture activities such as re-registration, bill count, course schedule, the value of each course, attendance and course materials. This study aims to identify the attributes of I-Gracias website that can be improved and developed in order of priority to achieve satisfaction of Telkom University Students.

The first step is to obtain true customer needs. The data is then identified to be a technical characteristic. Furthermore, each technical characteristic is judged to be linked in the House of Quality (HoQ) to the Quality Function Deployment (QFD) stage. The QFD method can help prioritize user needs that can be developed according to I-Gracias capabilities. The next stage is the development of the concept by creating new alternative concepts that will be selected by the I-Gracias development team. The last stage is part deployment or QFD iteration two. This stage determines the priority of the critical part. Priority critical parts are generated based on the priority of technical characteristics that have been obtained on technical characteristics obtained from QFD Iteration one.

Recommendations made are the type of terms used, the amount of information on footer, the amount of content displayed, the number of menus, the number of sub menus, and the form of socialization provided.

***Keywords**: Application, Educational Service, House of Quality, **I-Gracias**, Part Deployment, Quality Function Deployment.*