

ABSTRACT

The development technology of information nowadays is needed by the public especially in education and government. One of universities that use this technology is Telkom University. As University based on ICT, they want to utilize this technology to become an international level college. Then this project is entrusted to SISFO and they made an portal academic information system called I-Gracias application (Integrated academic Information System). But since it begins to operate, i-Gracias has some problems that it needs to identify the user's need.

The Purpose of this research is to identify 21 attribute requirement of user based on result from interview by using web usability integration of kano models to measure the satisfaction of I-Gracias. Afterward we can identify which requirement need to be improve.

Based on result of processing data there are 10 attribute which is the weekes one that need to be improve as True Customer Needs.

Keywords: Education, College, Application, Web Usability Integration and Kano Model, True Customer Needs.