# ABSTRACT

Telkom University is an international standard university that aims to produce graduates who are ready to compete globally so it is important for students to have the ability to speak English. Telkom University has a Language Center (LAC) service which is a place for language courses at Telkom University, which has a variety of courses. Currently, to improve LAC services, especially for conversation classes, LAC requires additional online courses to practice improving speaking fluency. To get results that suit user needs, it is necessary to design the User Experience well so that the system provides convenience to users or achieves good usability. This design will use the Design Thinking method, which has five stages: Empathize, Define, Ideate, Prototype, and Test. To measure the design that was built to find out whether it is in accordance with user needs, the System Usability Scale (SUS) is used. The results on the System Usability Scale (SUS) test got a score of 75.4 with an adjective rating of B.

**Keywords:** *conversation, design thinking, online course, system usability scale (SUS), user experience.*