

ABSTRACT

The use of student feedback in higher education has become common worldwide. This feedback is perceived positively by educators and has a significant impact on teaching, enhancing the quality of subjects and services. Technology supports the collection of consumer data, including online surveys used by institutions to evaluate teaching quality. The transition from paper-based surveys to online surveys poses no issues and is more efficient. Students tend to provide longer comments online, including both positive and negative feedback. iGracias, an application at Telkom University, conducts feedback surveys twice per semester concerning the quality of teaching, services, and facilities. Research indicates that there is an opportunity for inaccuracies in iGracias surveys due to an excessive number of questions. Students are more willing to respond truthfully when the number of questions is limited to two to five. The research continues with the aim to address these issues by developing an online feedback application with a quick survey feature using the SDLC model of Iterative Incremental. The application successfully meets acceptance criteria and is well-received by users. It is hoped to facilitate lecturers and laboratories in obtaining direct feedback, as well as achieving maximum evaluation results and accurate improvement decisions.

Keywords - Feedback Application, Quick Survey, Feedback Survey