ABSTRACT

In this era of increasingly advanced technology, mental health issues are increasingly being discovered. In this problem, the community, especially students, need consultation and guidance media to reduce the problems they are experiencing.

Referring to data from the Telkom University Internal Audit Unit, a percentage of 63% of students were satisfied, 32% of students were very satisfied, 4% of students were dissatisfied and 1% of students were very dissatisfied. From the data obtained, the Academic and Counseling Services Section received an average satisfaction score in the aspect "Ease of Guidance and Counseling Service Process Through Lecturers".

Therefore, in this research, the author proposes a forum for the counseling guidance process to be carried out online. In this research, the author created an Android Mobile-based Counseling Application using the Waterfall Method in its implementation.

For the testing process, this Counseling Application was carried out through Alpha Testing and Beta Testing. The results of Alpha Testing show that the application can run according to its functions and features by carrying out tests carried out with one of the counselors named Mr. A. Darajat Basallama with the position as Head of Character Development and Counseling Affairs who works at the Directorate of Student Affairs at Telkom University. The results of the Beta Testing were by distributing questionnaires containing testing questions regarding the functionality of the Counseling Application using the System Usability Scale Method which resulted in an average percentage satisfaction score of 97%.

Key Words: Counseling Application, Android Mobile, Waterfall Method.