

ABSTRACT

Improving the quality of information systems in higher education environments is becoming increasingly crucial to support efficient and effective administrative and operational processes. Currently, the Student Activity Transcript (TAK) Application at Telkom University, which plays an important role in managing student activity data, has never had its quality thoroughly evaluated using appropriate international standards. This results in potential problems in usability, reliability, and user satisfaction with the application. Apart from that, Mr. Ario also revealed that around 15% of the complaints received were related to problems with the system, especially regarding sessions that ran out of pages and were not thrown to the dashboard page, thus making students who used the TAK application feel confused. Therefore, this research aims to evaluate the quality of the TAK Application using the ISO/IEC 25010 framework, which covers various aspects of software quality such as Functional Suitability, Performance Efficiency, Reliability, Usability, and Portability. The research methods used include literature studies, interviews with related parties, and questionnaires to application users to collect empirical data regarding user experiences. The research results show that although the TAK Application has several strengths in terms of Functional Suitability and Usability, there are areas that require improvement, especially in terms of Reliability. It is hoped that the recommendations provided will help Telkom University's Center for Information Technology (PuTI) in updating and developing applications to make them more optimal. Thus, this research contributes to improving the quality of information systems at Telkom University as a whole.

Keywords: *Information system quality evaluation, Student Activity Transcript (TAK) application, ISO/IEC 25010, TAK application users, PuTI Telkom University.*