

ABSTRACT

The iGracias Telkom University Purwokerto website, before its transformation, was accessible at <https://igracias.itelkom-pwt.ac.id/> and contained a wealth of useful information for its users. This study aims to identify usability issues on the iGracias Universitas Telkom Purwokerto website before its transformation, assess system feasibility using four aspects of the USE Questionnaire, and provide improvement suggestions for aspects with unsatisfactory results. To determine whether the iGracias website can be considered efficient, effective, and satisfactory, this study employs usability measurement using the USE Questionnaire. The usability test results for the iGracias website across the four aspects of the USE Questionnaire are as follows: usefulness (68.56%), ease of use (63%), ease of learning (65%), and satisfaction (64.39%). The overall usability score is 65.24%, which falls into the feasible category based on the feasibility classification. Although the usability measurement results indicate that the website is considered feasible, there is still room for improvement. This study highlights the aspect with the lowest percentage, ease of use, with improvements focusing on statements EU9 (57.75%), EU10 (59.50%), and EU11 (58.50%).

Keywords: *Usability, USE Questionnaire, Website*