

ABSTRACT

This final project research aims to evaluate and improve the user experience through the development of the user interface on the Learning Management System (LMS) platform used at Telkom University, namely CeLOE. The evaluation was conducted by comparing the usability values of three LMS platforms: Universitas Indonesia EMAS, Universitas Pembangunan Nasional LeADS, and Universitas Telkom CeLOE. The assessment used a quantitative usability testing approach that includes measurements of task success rate, task completion time, and error rate (lostness), along with a qualitative approach using SEQ, USE, and SUS questionnaires as data collection instruments.

The evaluation results show that all three platforms achieved a 100% task success rate. However, several issues were identified regarding usage efficiency, navigation flow, and user perception of ease of use. These findings serve as the basis for redesigning a system that is more optimized and responsive to user needs.

As a solution, this study developed a new LMS prototype by combining the strengths of each platform and addressing their shortcomings. Testing of the prototype showed significant improvements, such as shorter task completion times, elimination of lostness, and a SUS score of 75.5, which falls into the “acceptable” category with an adjective rating of “excellent.” This research provides a tangible contribution to the development of a more effective, functional, and user-friendly online learning system.

Keywords: user interface, learning management system, usability testing, system usability scale