

ABSTRACT

The increasing prevalence of mental health disorders such as depression, anxiety, and stress among university students is a critical issue requiring immediate attention. Unfortunately, access to professional services remains limited and is often hindered by social stigma. This study aims to develop a web-based application that enables users to self-assess symptoms of depression, anxiety, and stress using the Depression Anxiety Stress Scale-21 (DASS-21) and access online consultation services with mental health professionals. The application was developed using the Iterative Incremental method, allowing for gradual feature refinement based on user needs. System evaluation was conducted using Black Box Testing to validate functionality, Usability Testing to observe user interactions, and the System Usability Scale (SUS) to assess ease of use. Results showed that the system functioned smoothly according to the use scenarios and was easy to navigate. The SUS score from clients reached 84.9, while the score from mental health professionals (psychologists) was 72.5, resulting in an average score of 84.5. These results indicate that the application has good usability and is suitable for use, although it is still open for further development. This application thus offers a practical entry point for students to recognize specific psychological symptoms and access professional consultations in a user-friendly environment and contributes as a practical reference for developers and researchers in designing adaptive and integrated digital mental health services.

Keywords: DASS-21, Depression, Anxiety, Stress, Online Consultation, Usability Testing, SUS, Iterative Incremental