

ABSTRACT

Write your abstract in English. Using spacing 1 and italic.

*Students often face difficulties in providing feedback on events they attend, while event organizers require an effective mechanism to evaluate and improve the quality of their events. This research aims to develop a feedback and rating management feature within the MyTelvent application, a platform designed to manage event information at Telkom University. This feature enables students to submit feedback and ratings after attending an event. To ensure the relevance and validity of the submitted feedback, the system is equipped with a **moderation module**, allowing moderators to verify, approve, or reject comments before they are displayed to event organizers. The development process follows the Software Development Life Cycle (SDLC) using the Waterfall model, enabling structured and gradual feature improvements. The feature was implemented on a mobile platform using Flutter for the frontend and Firebase as the backend for data storage. Usability testing was conducted to evaluate ease of use and the effectiveness of the feature in improving interaction between participants and event organizers. The results show that the feature helps organizers gain structured insights from participants and enhances event quality based on moderated feedback. With this feature, students are expected to have a better experience in campus events, and organizers can more easily understand participant needs for future event planning.*

Keywords: MyTelvent, event feedback, event rating, comment moderation, event quality evaluation, mobile application.