

ABSTRACT

Quality assurance in higher education is carried out to measure how effective the academic policies are implemented and how high the quality of the graduates they produce, in addition to increasing competitiveness among universities, both at home and abroad. User centered design is a design that places the user at the center of a system development process. The user's difficulties in reading and translating the existing documents in each development can be helped by this User Centered Design. Method techniques, tools, procedures and processes that help design interactive systems are built based on user experience. The purpose of using this User Centered Design method is to overcome the problem of user inability to use the system, and users are expected to be able to find out the system's functions only in one use. The stages in UCD are analyzing user needs in which there are two stages, namely Specify the Context of Use and Specify User and Organization Requirements to identify, determine who the users are and the user characteristics of this system. After giving a questionnaire to 10 staff at the Telkom Institute of Technology and then entering the Produce Design Solution, namely the system design that will be converted into a system used by users, then Evaluate Design Against User Requirements is carried out by using Usability Testing and Blackbox for feasibility measurement and interface testing. and system functionality. The results of Usability Testing get a score of 81%. While the blackbox test was successfully carried out, it means that the Higher Education Internal Quality Audit System is very feasible to use and is in accordance with what they want.

Keywords :UCD, Audit System, Usability Testing, Black Box