

## **ABSTRACT**

# **EVALUATION OF USABILITY GOOGLE MEET ON ONLINE LEARNING USING COGNITIVE WALKTHROUGH AND SYSTEM USABILITY SCALE (SUS) METHOD**

By

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*The COVID-19 pandemic that has occurred in various parts of the world, including Indonesia, has changed behavior and habits in various sectors, especially in the education sector. The learning system that used to be done face-to-face (offline) is now turned into a virtual one (online) so that it is necessary to adapt activities by lecturers and students. To meet these needs, technology is needed that can accommodate lecturers and students so that they can continue to study from their respective homes so as to reduce the spread of the COVID-19 virus. The technology is google meet. Google meet is a service from Google that provides video conferencing features that can be used for free. In its application, online learning using google meet has various obstacles and problems that arise, including users who have not mastered the application and the incompatibility between features and user needs. Because of this, usability testing needs to be done to see the extent of user satisfaction and look for problems that exist in the product. The method used in this test is the System Usability Scale (SUS) to measure the characteristics of satisfaction with 36 respondents and Cognitive Walkthrough to measure the characteristics of learnability, error, and efficiency with 5 respondents. System Usability Scale (SUS) data collection was obtained from questionnaires filled out by respondents while Cognitive Walkthrough data was obtained from respondents who worked on the given task scenario. The conclusion of the test is obtained, based on the results of the System Usability Scale (SUS) test the score obtained is 72.92 which indicates that the user is satisfied with the google meet application. This value also interprets that google meet can be accepted by users with a rating scale of C and Adjective Ratings of "Good". Meanwhile, based on the results of the Cognitive Walkthrough test, the learnability rating is 98%, the error is 122 times, and the efficiency is 0.18 task/second, which means that on average every second the respondent can complete 18% of each scenario. Recommendations for improvement from the test results include changing the use of the word visual effects into the background, adding a feature to be able to send chats personally, before the user activates the camera the camera should not automatically turn on so that the user can prepare himself and the camera in advance, can set control of the organizer individually, a notification or warning is made after pressing the "hang up call" button so as not to leave the room immediately.*

**Keywords : Evaluation, Usability, Google Meet, System Usability Scale, Cognitive Walkthrough**