ABSTRACT

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USER INTERFACE ANALYSIS ON OPEN UNIVERSITY CREDIT TRANSFER APPLICATIONS USING USER EXPERIENCE QUESTIONNAIRE (UEQ) AND HEURISTIC EVALUATION METHODS
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Open University is one of the universities that enforces a credit transfer system that can be done by new students, both UT and non UT graduates. The credit transfer system that has been implemented by UT is the Past Learning Recognition system. Based on the results of observations, the credit transfer application used by UT is still so much lacking, especially in terms of design, difficult to understand by users, and the facilities contained in the application are still inadequate. This research aims to evaluate the user interface and user experience of credit transfer applications, as well as knowing the test results and providing the results of improvement recommendations on the application. The study combines UEQ and *Heuristic Evaluation methods.* The UEQ method is used to measure user experience as well as know the level of user experience of the design of the credit transfer application. The *Heuristic Evaluation* method is used to examine and assess interfaces based on heuristics, as well as create a list of heuristic problems found. Respondents who participated in this study were approximately 70 people. The results of the credit transfer application evaluation do not meet *the usability criteria,* because the results of the UEQ *benchmark* measurement show ux results are at a bad and below average value. The results of the heuristic evaluation showed the findings of a very serious *usability* problem from credit transfer applications. Furthermore, design improvements by making *prototypes* are carried out in accordance with the recommendations that have been suggested.

Bibliography (1993 – 2021)