

Abstract

The New Student Registration System is an official registration held for new students who wish to study at 'Aisyiyah University, Surakarta. With this system, it is hoped that it will make online registration easier. SPMB has never been evaluated regarding satisfaction. The aim of this research is to determine the problems with the New Student Registration System at 'Aisyiyah Surakarta University and make recommendations for improvements according to the evaluation results found for further system development. This research uses the Heuristic Evaluation method with 10 variables and a total of 100 respondents, 22 questionnaire statement items of which 20 statements are positive and 2 statements are negative. From the evaluation results, 9 variables received good qualifications. Meanwhile, 1 variable is the focus of improvement in the Recognition Rather than Recall variable because the statements in P19 and P20 are negative and have a percentage of 77%, which means that the Usability level of the 'Aisyiyah Surakarta University New Student Registration System requires improvement. The results of recommendations for improvement are solutions that need to be implemented.

Keywords: User Satisfaction, Heuristic Evaluation, New Student Registration System, 'Aisyiyah University Surakarta.