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Usability Evaluation of the English Education Study Program Website Using the System Usability Scale

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Abstract: The English Education Study Program website serves as an essential platform for disseminating academic information, supporting communication, and providing various services to students, prospective students, alumni, and others. The effectiveness of a website depends not only on the availability of information but also on its usability, which determines how easily users can interact with and benefit from the system. This study aims to evaluate the usability of the English Education Study Program website https://english.tarbiyah.radenintan.ac.id using the System Usability Scale (SUS). A quantitative descriptive approach was employed, involving website users as respondents. Data were collected through a SUS questionnaire consisting of ten standardized statements measured using a five-point Likert scale. The collected responses were analyzed by calculating individual SUS scores and determining the overall usability score of the website. The evaluation focused on key usability aspects, including learnability, efficiency, effectiveness, consistency, and user satisfaction. The website obtained an average SUS score of 78.5 out of 100. Base on that, the findings identify strengths and areas that require improvement to enhance the user experience and optimize information services. The study demonstrates that the SUS method is a practical and reliable tool for measuring website usability and generating valuable feedback for website development. In addition, the study contributes empirical evidence by comparing the obtained SUS score with previous website usability studies. The conclusions can be used as a basis for improving the quality of the English Education Study Program website and ensuring that it better meets the needs and expectations of its users.
Keywords: Usability Evaluation; Website Usability; System Usability Scale (SUS); User Experience; English Education Study Program.

1. INTRODUCTION

The advancement of information technology has transformed the way higher education institutions provide information and services to their stakeholders. Websites have become one of the primary communication channels for universities and study programs, enabling users to access academic information, institutional profiles, educational resources, announcements, and administrative services. As a result, the effectiveness of a website plays a significant role in supporting the needs of students, prospective students, alumni, and the wider community[1].

The English Education Study Program website serves as an important platform for delivering information related to academic activities and study program services [2].

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Through this website, users can obtain information about curricula, lecturer profiles, academic schedules, student activities, research publications, and other educational resources [3]. However, the availability of information does not necessarily indicate that the website is easy to use. Users may encounter difficulties related to navigation, information organization, interface design, or system functionality, which can negatively affect their overall experience when accessing the website [4].

Website usability is a critical factor in determining the quality of user interaction with an information system. According to usability principles, a website should enable users to achieve their goals effectively, efficiently, and satisfactorily [5]. A website with good usability can improve user satisfaction, facilitate information retrieval, and increase the effectiveness of digital services. Therefore, measuring usability is essential for understanding how users perceive and interact with a website [6].

One of the most widely used methods for measuring usability is the System Usability Scale (SUS). The SUS method consists of ten standardized statements that evaluate users' perceptions of a system's usability. Due to its simplicity, reliability, and ease of implementation, SUS has been extensively applied in the evaluation of websites, mobile applications, and various information systems. The resulting SUS score provides a quantitative measure of usability that can be compared with established usability benchmarks [7].

Despite the important role of the English Education Study Program website in supporting information services, its usability level has not been empirically measured [8]. Without a usability assessment, it is difficult to determine whether the website provides a satisfactory user experience and meets accepted usability standards. Therefore, an evaluation is necessary to obtain objective evidence regarding the website's usability performance from the users' perspective [9].

Figure 1. Website Interface

Although numerous studies have evaluated website usability using the System Usability Scale (SUS), most have focused primarily on reporting usability scores without providing context regarding the performance of higher education websites. Furthermore, limited studies have specifically evaluated the usability of English Education Study Program websites in Indonesian universities. Therefore, this study contributes by providing empirical evidence of the usability level of the English Education Study Program website at Universitas Islam Negeri Raden Intan Lampung and by positioning the obtained SUS score within established usability benchmarks as well as comparing it with findings from previous studies. Such comparisons provide a broader understanding of website usability performance in the higher education context and identify practical implications for

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improving academic web services. Accordingly, the research is guided by the following research question: What is the usability level of the English Education Study Program website based on the System Usability Scale (SUS)?

2. METHOD

This section describes the research methodology used to evaluate the usability of the English Education Study Program website https://english.tarbiyah.radenintan.ac.id in Universitas Negeri Raden Intan Lampung. It outlines the research design, participants, data collection procedures, research instrument, and data analysis techniques employed in the study. Through a systematic application of the System Usability Scale (SUS), the study aims to obtain reliable and objective measurements of users' perceptions regarding the website's usability [10][11].

Research Design

This study employed a quantitative descriptive research design to evaluate the usability level of the English Education Study Program website. The quantitative approach was selected because it enables the measurement of users' perceptions through numerical data and provides objective results regarding website usability. The evaluation was conducted using the System Usability Scale (SUS), a standardized instrument widely used to assess the usability of websites and information systems [11].

Research Participants

The participants of this study were users of the English Education Study Program website, including students, prospective students, alumni, and other stakeholders who had experience accessing and using the website. Respondents were selected using purposive sampling, in which only individuals who had interacted with the website were invited to participate. This criterion ensured that participants could provide valid feedback regarding their user experience [12].

Research Instrument

The research instrument used in this study was the System Usability Scale (SUS) questionnaire [10]. The SUS questionnaire on Table 1 consists of ten statements designed to measure users' perceptions of a system's usability. Respondents indicate their level of agreement with each statement using a five-point Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree) [13].

Table 1. System Usability Scale (SUS) Questionnaire Items

Code	Questionnaire Statement
R1	I would frequently use or visit the English Education Study Program website.
R2	I find the English Education Study Program website easy to navigate.
R3	I think the English Education Study Program website is unnecessarily complex.
R4	I would need technical assistance to use the English Education Study Program website.
R5	I think the features and functions available on the English Education Study Program website are well designed and integrated.
R6	I find many inconsistencies on the English Education Study Program website.
R7	I believe that most people would learn to use the English Education Study Program website quickly.
R8	I find the English Education Study Program website very cumbersome to use.
R9	I feel confident when using the English Education Study Program website.
R10	I need to learn several things before I can use the English Education Study Program website effectively.

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The SUS statements include both positive and negative items to minimize response bias. The questionnaire evaluates several usability dimensions, including learnability, efficiency, effectiveness, consistency, and user satisfaction [14].

Data Collection Procedure

Data were collected through an online questionnaire distributed to website users. Before completing the questionnaire, respondents were asked to access and explore the English Education Study Program website. After interacting with the website, respondents completed the SUS questionnaire based on their experience [15]. The data collection process consisted of the following steps:

1. Identifying and selecting participants who had experience using the website.
2. Providing access to the website for evaluation.
3. Distributing the SUS questionnaire to respondents.
4. Collecting completed questionnaires.
5. Organizing and preparing the data for analysis.

Data Analysis

The collected data were analyzed using the standard System Usability Scale (SUS) scoring procedure. For odd-numbered items (1, 3, 5, 7, and 9), the score contribution was calculated by subtracting 1 from the respondent's rating. For even-numbered items (2, 4, 6, 8, and 10), the score contribution was calculated by subtracting the rating from 5.

The adjusted scores for all ten items were summed and multiplied by 2.5 to obtain the final SUS score, which ranges from 0 to 100. The SUS score was calculated using the following formula [10]:

$$SUS = \vdash[\backslash sum\_\{i = 1\}\^{}\{5\}(R\_\{2i - 1\} - 1) + \sum\_\{i = 1\}\^{}\{5\}(5 - R\_\{2i\})\dashv]\backslash times 2.5$$

The average SUS score of all respondents was then calculated to determine the overall usability level of the website. The resulting score was interpreted using established SUS benchmarks, including acceptability ranges, adjective ratings, and grade scales. A higher SUS score indicates better usability and a more positive user experience.

Research Framework

The research framework consisted of four main stages: (1) identifying the research problem, (2) collecting user responses through the SUS questionnaire, (3) calculating and analyzing SUS scores, and (4) interpreting the usability level of the English Education Study Program website. The results were used to identify strengths and areas for improvement in the website's design and functionality.

3. RESULT AND DISCUSSIONS

This section presents the results of the usability evaluation of the English Education Study Program website using the System Usability Scale (SUS). The findings are based on responses collected from website users who completed the SUS questionnaire after interacting with the website on Table 2.

Table 2. System Usability Scale (SUS) Results

Responden	R1	R2	R3	R4	R5	R6	R7	R8	R9	R10	Skor SUS
1	5	1	4	2	4	2	4	2	4	2	80
2	5	2	4	2	4	2	4	2	4	2	77.5
3	4	1	5	2	4	2	4	2	4	2	80
4	4	1	4	2	4	2	4	2	4	2	77.5
5	5	1	4	2	4	2	4	2	4	2	80

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Responden	R1	R2	R3	R4	R5	R6	R7	R8	R9	R10	Skor SUS
6	5	2	4	2	4	2	4	2	4	2	77.5
7	4	1	5	2	4	2	4	2	4	2	80
8	5	1	4	2	4	2	4	2	4	2	80
9	4	1	4	2	4	2	4	2	4	2	77.5
10	4	1	5	2	4	2	4	2	4	2	80
11	5	2	4	2	4	2	4	2	4	2	77.5
12	5	1	4	2	4	2	4	2	4	2	80
13	4	1	5	2	4	2	4	2	4	2	80
14	4	1	4	2	4	2	4	2	4	2	77.5
15	5	1	4	2	4	2	4	2	4	2	80
16	5	2	4	2	4	2	4	2	4	2	77.5
17	4	1	5	2	4	2	4	2	4	2	80
18	5	1	4	2	4	2	4	2	4	2	80
19	4	1	4	2	4	2	4	2	4	2	77.5
20	4	1	5	2	4	2	4	2	4	2	80
21	5	2	4	2	4	2	4	2	4	2	77.5
22	5	1	4	2	4	2	4	2	4	2	80
23	4	1	5	2	4	2	4	2	4	2	80
24	4	1	4	2	4	2	4	2	4	2	77.5
25	5	1	4	2	4	2	4	2	4	2	80
26	5	2	4	2	4	2	4	2	4	2	77.5
27	4	1	5	2	4	2	4	2	4	2	80
28	5	1	4	2	4	2	4	2	4	2	80
29	4	1	4	2	4	2	4	2	4	2	77.5
30	4	1	5	2	4	2	4	2	4	2	80
31	5	2	4	2	4	2	4	2	4	2	77.5
32	5	1	4	2	4	2	4	2	4	2	80
33	4	1	5	2	4	2	4	2	4	2	80
34	4	1	4	2	4	2	4	2	4	2	77.5
35	4	2	4	2	4	3	4	3	4	2	70
36	4	2	4	2	4	3	4	2	4	2	72.5
Average SUS Score											78.54

Results

The SUS questionnaire consisted of ten statements that measured users' perceptions regarding the usability of the website. After calculating the SUS scores for all respondents, the average SUS score obtained was 78.5 out of 100 and it can be seen on Table 3 and Figure 2.

Table 3. Presents the Overall SUS Score and Its Interpretation

Measurement	Score
Average SUS Score	78.5
Grade Scale	B
Acceptability Range	Acceptable
Adjective Rating	Good

The result indicates that the website achieved a usability score above the average SUS benchmark score of 68. This finding suggests that users generally perceive the website as easy to use and capable of supporting their information needs effectively.

The obtained SUS score in figure 2 and 3 was 78.5, indicating that the system has a Good level of usability according to the Adjective Rating scale [11]. Based on the Acceptability Range, this score falls within the Acceptable category. Furthermore, according to the Grade Scale proposed, a score of 78.5 corresponds approximately to Grade B,

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indicating that the system provides a satisfactory user experience and is well accepted by users.

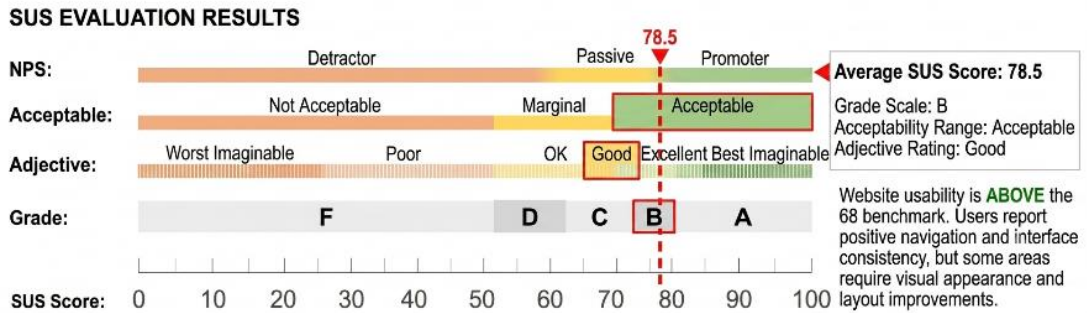

Figure 2. SUS Evaluation Results

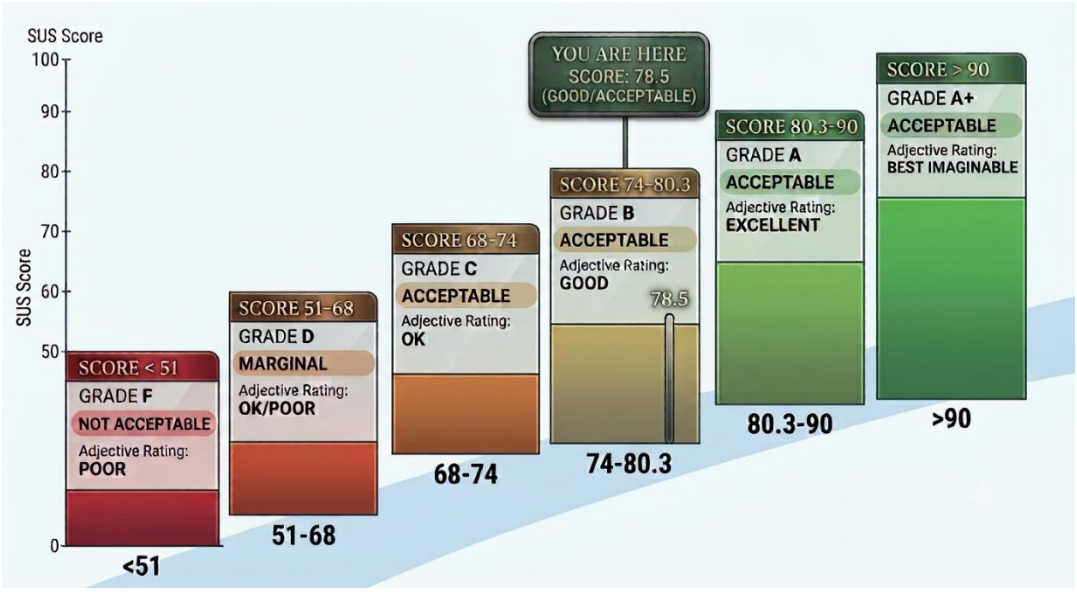

Figure 3. System Usability Scale (SUS) Benchmark Interpretation

In addition, the responses showed that most users were able to navigate the website without significant difficulties. Users reported positive experiences regarding menu organization, information accessibility, and overall interface consistency. However, several respondents indicated that some pages could be improved in terms of visual appearance and information arrangement to facilitate easier navigation.

Discussion

The average SUS score of 78.5 obtained in this study indicates that the English Education Study Program website demonstrates relatively good usability compared with similar university websites reported in previous studies. Several studies evaluating higher education websites using the System Usability Scale have reported SUS scores ranging from approximately 70 to 77, indicating acceptable usability but with several areas requiring improvement. The score achieved in this study is slightly higher than those findings, suggesting that users perceive the website as relatively easier to learn, more consistent, and more effective in supporting academic information services.

The findings are also consistent with previous studies reporting that websites with SUS scores above the standard benchmark of 68 generally provide satisfactory user experiences and meet users' expectations regarding usability. Similar to earlier research, respondents

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in this study highlighted positive aspects related to navigation, interface consistency, and accessibility of academic information. However, several users also suggested improvements in visual presentation and information organization, which have likewise been identified as common usability issues in higher education websites. As shown in Table 4, the usability score obtained in this study is comparable to or slightly higher than those reported in previous website usability studies. This finding indicates that the evaluated website provides a satisfactory user experience and demonstrates relatively strong usability performance within the higher education context.

Table 4. Presents the Overall SUS Score and Its Interpretation

Study	Object	SUS Score	Category
Prabowo & Suprapto [12]	Academic Information System	72.4	Acceptable
Rahman & Hidayat [7]	Peduli Lindungi Application	74.8	Good
Putra [16]	Tourism Website	76.3	Good
This Study (2026)	English Education Study Program Website	78.5	Good

Differences in SUS scores across university websites may be influenced by several factors, including website interface design, navigation structure, content organization, responsiveness, visual consistency, and users' familiarity with the system. Websites that implement clearer navigation structures and user-centered interface design generally obtain higher SUS scores because users can accomplish their tasks more efficiently and with fewer difficulties.

Therefore, the results of this study not only confirm previous findings regarding the usefulness of the System Usability Scale for evaluating website usability but also provide additional empirical evidence that the English Education Study Program website performs above the average SUS benchmark and is competitive with comparable university websites.

4. CONCLUSION

This study aimed to evaluate the usability of the English Education Study Program website using the System Usability Scale (SUS). Based on the results of the usability assessment, the website achieved a satisfactory usability level and was categorized as acceptable for users. The findings indicate that users generally perceive the website as easy to use, effective in providing academic information, and capable of supporting their interaction with the study program's services. The SUS evaluation also demonstrated that the website performs well in terms of learnability, efficiency, consistency, and overall user satisfaction.

The results suggest that the website has successfully fulfilled its primary role as an information and communication platform for students, prospective students, alumni, and other stakeholders. Nevertheless, several areas still require improvement, particularly in information organization, navigation structure, and visual presentation. Enhancing these aspects may further improve the user experience and increase the effectiveness of information delivery.

This study contributes to the development of website quality assurance in higher education by providing empirical evidence regarding the usability performance of the English Education Study Program website. The findings can be used as a reference for website administrators and developers in planning future improvements and ensuring that the website continues to meet users' needs and expectations.

The study is limited by the number and characteristics of respondents involved in the evaluation. Compared with previous usability studies, the obtained SUS score indicates

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that the English Education Study Program website demonstrates competitive usability performance among higher education websites. Consequently, this study contributes empirical evidence regarding website usability evaluation in Indonesian higher education and provides practical recommendations for continuous website improvement using standardized usability benchmarks. Future research is recommended to involve a larger and more diverse sample of users and to combine the System Usability Scale (SUS) with other usability evaluation methods, such as heuristic evaluation, user experience questionnaires, or usability testing. Such approaches may provide a more comprehensive understanding of website usability and contribute to the continuous enhancement of digital services in higher education.

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