

UI/UX Design Of A Peer Counseling Website For Universitas Mulawarman Students Using The Design Thinking Method

Najwa Caesa Putri Ramadhania Suharizman Poerwo^{1*}, Hario Jati Setyadi², Muhammad Labib Jundillah³

^{1,2,3} Information System, Universitas Mulawarman, Samarinda, Indonesia

ARTICLE INFO

Article history:

Initial submission

08-05-2026

Received in revised form

15-06-2026

Accepted 14-07-2026

Available online 28-08-2026

Keywords:

Peer Counseling, User Interface, User Experience, Design Thinking

DOI:

<https://doi.org/10.59356/smart-techno.v8i2.219>

ABSTRACT

This study aimed to design a UI/UX-based website for the CIRCLE peer counseling service at Universitas Mulawarman to improve accessibility and user experience. The existing service had limited visibility among students and relied on separate platforms for information dissemination, registration, and communication, creating challenges in accessing and managing counseling services. A user-centered approach was applied using the Design Thinking method, consisting of the empathize, define, ideate, prototype, and test stages. Data were collected through surveys and in-depth interviews involving students, peer counselors, and service coordinators to identify user needs and expectations. The design process was carried out using Figma, including the development of wireframes, style guides, mockups, and interactive prototypes. The resulting prototype integrated features such as anonymous counseling, counselor scheduling, educational content, communication tools, complaint submission, and counseling management. Usability

evaluation was conducted using Maze Testing and the System Usability Scale (SUS). The results showed a 100% task success rate across all user roles and an average SUS score of 77, which falls within the acceptable category with a good rating. These findings indicate that the proposed design provides a satisfactory user experience and has the potential to improve the accessibility, usability, and management of peer counseling services for university students.

1. INTRODUCTION

Campus counseling services play an important role in supporting students' academic success, mental health, and overall well-being (Nabilla & Ichwani, 2022). As higher education institutions increasingly recognize the importance of mental health support, counseling services have become essential in helping students manage personal, academic, and social challenges. Effective counseling services not only contribute to students' psychological well-being but also help create a healthier and more supportive campus environment.

At Universitas Mulawarman, one of the available counseling services is CIRCLE, a peer counseling community under the Psychology Study Program, Faculty of Social and Political Sciences. Through this service, students can share their concerns with peer counselors and receive emotional support and practical guidance in a more comfortable and relatable manner. Peer counseling is particularly beneficial because students often feel more at ease discussing personal issues with individuals of a similar age and background. This approach can help reduce hesitation and encourage students to seek support before problems become more serious (Gala et al., 2023).

Despite its potential benefits, the utilization of the CIRCLE service remains limited. Many students are not aware of its existence, partly because the service is primarily known within a single faculty. In addition, the CIRCLE peer counseling service does not currently

have a dedicated digital platform to support its operations. Information regarding counseling services is mainly disseminated through Instagram, registration is conducted using online forms, and counseling sessions are managed through WhatsApp. As a result, information dissemination, registration, scheduling, and communication are distributed across multiple platforms. This fragmented process may reduce convenience for both students and counselors, as users must switch between different applications to access counseling services. Therefore, an integrated platform is needed to centralize counseling activities and improve accessibility, communication, and service management (Hidayat et al., 2022).

Several studies have explored the development of digital counseling and mental health platforms using user-centered design approaches. Nabilla and Ichwani (2022) developed a web-based e-counseling system that improved access to counseling services. Similarly, Defriani et al. (2022) demonstrated that the Design Thinking approach can enhance usability and user satisfaction in mental health application design. Furthermore, Dea Nigata et al. (2024) reported positive usability outcomes when applying the User-Centered Design (UCD) method to develop a mobile-based mental health consultation application. These studies highlight the importance of involving users throughout the design process to ensure that digital counseling platforms effectively address user needs and expectations.

Despite these contributions, previous studies have primarily focused on general counseling services or mobile-based mental health applications. Limited attention has been given to peer counseling services in higher education, particularly those that integrate anonymous counseling, counselor scheduling, educational content, communication features, complaint services, and counseling management within a single web-based platform. As a result, there remains a need for an integrated peer counseling platform specifically designed to support the needs of students, counselors, and administrators.

To address this gap, this study proposes the design of a peer counseling website for Universitas Mulawarman using the Design Thinking method. Design Thinking was selected because it emphasizes understanding user needs through five stages: empathize, define, ideate, prototype, and test (Defriani et al., 2022). By applying this approach, the proposed solution can be developed based on the actual needs and experiences of students, counselors, and administrators. The objective of this study is to design and evaluate a user-centered peer counseling website that improves accessibility, usability, communication, and service management while providing a more engaging and supportive counseling experience for Universitas Mulawarman students.

2. LITERATURE REVIEW

UI/UX Design

User Interface (UI) refers to the visual design that enables users to interact with a system, while User Experience (UX) focuses on usability, ease of use, and overall user satisfaction (Aziza et al., 2024). Both are important in website development, as good design can improve usability and user experience. Effective UX design involves understanding user needs, creating clear structure and consistency, and ensuring usability through aspects such as learnability, efficiency, and satisfaction (Deacon, 2020). In addition, UI/UX elements like color, typography, navigation, and layout also influence users' comfort and trust, making the system more engaging and user-friendly (Khasanah & Sutabri, 2023).

Design Thinking Method

Design Thinking is a user-centered approach used to understand user needs and develop solutions, especially in software design (Aziza et al., 2024). This method is flexible and iterative, allowing improvements based on user feedback. It is effective in creating innovative and user-focused solutions by emphasizing creativity and user understanding (Romiaty et al., 2022). However, it may require more time and resources compared to data-

driven approaches. The process includes five main stages: empathize, define, ideate, prototype, and test, which can be applied iteratively based on design needs (Ansori et al., 2023).

Web-Based Student Counseling Services

Counseling helps individuals understand themselves, solve problems, and adapt to their environment (Zahra & Syukur, 2023). In higher education, it supports students' emotional, social, and academic well-being. Web-based counseling improves accessibility, allowing students to communicate and schedule sessions anytime, which can increase comfort and openness (Nabilla & Ichwani, 2022). However, challenges such as misuse and limited technological understanding still exist, so proper system design and user support are needed to ensure safe and effective services (Gala et al., 2023).

Peer Counseling

Peer counseling is a support activity conducted by trained peers to help individuals address academic and personal problems. Peer counselors act as mentors and provide support under the supervision of professional counselors. This approach helps individuals solve problems, build social connections, and create a supportive environment. It also promotes empathy among counselors and helps users improve self-confidence and cope with challenges (Romiaty et al., 2022).

Previous Studies

Several studies have explored the development of digital counseling and mental health platforms using user-centered design approaches. Nabilla and Ichwani (2022) developed a web-based e-counseling system that improved students' access to counseling services. Similarly, Defriani et al. (2022) demonstrated that the Design Thinking approach can enhance usability and user satisfaction in mental health application design. Furthermore, Dea Nigata et al. (2024) reported positive usability outcomes when applying the User-Centered Design (UCD) method to develop a mobile-based mental health consultation application. These studies highlight the importance of involving users throughout the design process to ensure that digital counseling platforms effectively address user needs and expectations.

Despite these contributions, previous studies have primarily focused on general counseling services or mobile-based mental health applications. Limited attention has been given to peer counseling services in higher education, particularly those that integrate anonymous counseling, counselor scheduling, educational content, communication features, and service management within a single web-based platform. As a result, there remains a need for an integrated peer counseling system specifically designed to support university students and counseling service providers.

To address this gap, the present study focuses on the design of a peer counseling website for Universitas Mulawarman using the Design Thinking method. Unlike previous studies, this research integrates multiple counseling-related features, including anonymous counseling, counselor scheduling, educational content, complaint submission, and counseling management. In addition, the Design Thinking approach was employed to ensure that the proposed solution was developed based on the actual needs of students, counselors, and administrators, while usability was evaluated through Maze Testing and the System Usability Scale (SUS).

3. METHOD

Research Flow

This research was conducted through five stages of the Design Thinking method: Empathize, Define, Ideate, Prototype, and Test. These stages are designed to provide

solutions that align with user needs, particularly students of Universitas Mulawarman. The research flow is illustrated in Figure 1.

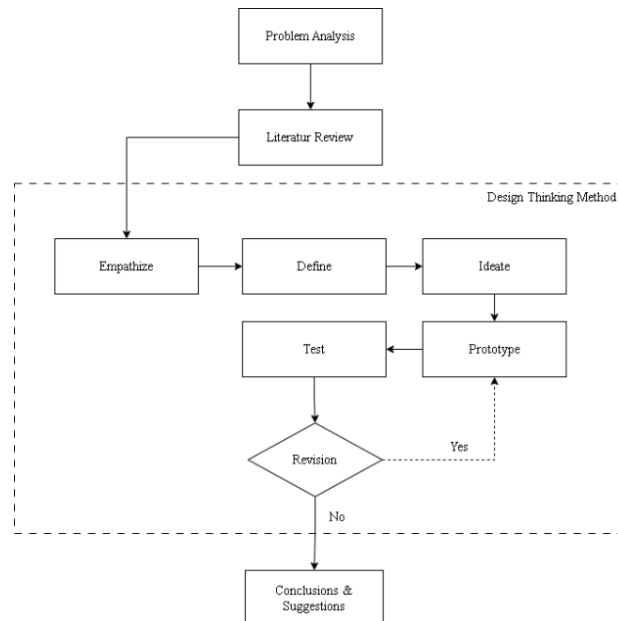


Figure 1. Research Flow

Empathize

In this stage, data were collected through surveys and in-depth interviews to understand users' concerns, problems, and needs related to counseling services at Universitas Mulawarman (Ansori et al., 2023). The survey used purposive sampling, involving students interested in peer counseling and members of the counseling team, to ensure relevant and focused data for UI/UX design (Prastiwi & Prasetyo, 2024). The study involved 19 participants consisting of 16 students from different faculties and academic years at Universitas Mulawarman, 2 peer counselors, and 1 coordinator of the CIRCLE counseling service. Participants were selected using purposive sampling to ensure that respondents had relevant experience and interest in counseling services. In addition, in-depth interviews were conducted with selected respondents to gain deeper insights into their experiences and perceptions (Aziza et al., 2024). The interview participants were selected based on Nielsen Norman Group recommendations, which suggest that five to six participants are sufficient to uncover most usability problems and user insights. (Rosalia, 2021).

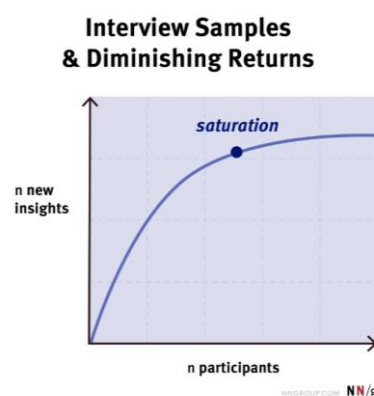


Figure 2. Graph of the Relationship Between the Number of Interview Participants and New Insights

Define

The define stage focuses on analyzing and summarizing user needs identified in the empathize stage to determine the main problems in the UI/UX design process. This stage ensures that the proposed solutions are relevant and aligned with user needs by transforming findings into clear problem directions for effective and user-centered design solutions (Mayasari & Heryana, 2023). This approach also supports the development of more creative and solution-oriented design outcomes (Putri & Oktaviani, 2023).

Ideate

This stage focuses on generating and refining solutions through brainstorming based on user needs. This stage ensures that the proposed ideas are relevant by organizing and prioritizing them according to their importance (Suryadana et al., 2023). In addition, user flow is designed to illustrate how users interact with the system and to improve the overall user experience (Sutanto, 2022).

Prototype

The prototype stage focuses on designing the user interface to address identified problems. The process includes creating wireframes, style guides, mockups, and interactive prototypes using Figma. The style guide ensures design consistency, while mockups provide a more detailed visualization of the interface. In addition, 3D icons using Spline are applied to enhance visual appeal and user engagement (Dea Nigata et al., 2024). Finally, the prototype is used to test user interaction and usability before further development (Aziza et al., 2024).

Test

The last stage was conducted through usability testing to evaluate the prototype and collect user feedback. The goal is to ensure the design meets user needs and improve the overall user experience. Testing was carried out using Maze by assigning tasks to users, while the system recorded interactions such as navigation, time, clicks, and success rate. The results were analyzed to identify usability issues. Additionally, the System Usability Scale (SUS) questionnaire with 10 statements was used, with ratings from 1–5 (Ansori et al., 2023). The SUS score is calculated using the following formula:

$$\bar{x} = \frac{\sum x}{n} \quad (1)$$

Description:

$\bar{x}$ = Average score

$\sum x$ = Total SUS score

n = Number of respondents

In SUS calculation, odd items are reduced by 1 and even items are subtracted from 5, then multiplied by 2.5 to obtain the final score (Dea Nigata et al., 2024). A score above 68 indicates acceptable usability (Ansori et al., 2023), and testing can be conducted with around 12–15 participants (Setiawan et al., 2025).

4. RESULT AND DISCUSSION

Empathize and Define Result

The empathize stage revealed several challenges experienced by students and service providers. Survey and interview findings revealed that many students were unfamiliar with the availability of peer counseling services and experienced difficulties accessing counseling information through existing channels. Respondents also highlighted the need for a more centralized and accessible platform that could support counseling registration,

scheduling, communication, and information dissemination. From the counselors' perspective, managing counseling schedules and monitoring counseling activities were identified as important challenges. These findings became the basis for identifying user needs and defining the main design problems.

Based on the findings obtained during the empathize stage, the primary problem identified was the absence of an integrated digital platform that could support peer counseling activities comprehensively. Existing services lacked centralized access to counseling information, scheduling, communication, educational content, and service management. Therefore, the design process focused on creating an integrated website that improves accessibility, supports counseling activities, and enhances the overall user experience for students, counselors, and administrators.

Ideate Result

Based on the problems identified during the define stage, an ideation process was conducted to generate potential solutions for improving the peer counseling service. The design team formulated several How-Might-We (HMW) questions to guide the brainstorming process and explore user-centered solutions. The ideation process resulted in several key features, including an online counseling booking system, anonymous counseling services, counselor profile pages, educational content related to mental health, integrated communication features, complaint submission forms, and schedule management tools for counselors and administrators. These features were designed to address the primary user needs identified during the empathize stage, particularly accessibility, privacy, ease of communication, and service management efficiency. Furthermore, information architecture and user flow diagrams were developed to organize content and define navigation paths. This process ensured that users could easily access counseling services, obtain information about counselors, manage appointments, and communicate within a centralized platform.

User Interface Design Result

Landing page is designed as the first point of interaction for users who have not logged into the system. This page provides an overview of the peer counseling service, including a brief explanation, service benefits, and counseling flow. The interface uses a clean and simple layout with soft colors and the implementation of 3D icons to create a more engaging and user-friendly experience.

From a usability perspective, the landing page is designed to ensure easy navigation and clear information hierarchy, allowing users to quickly understand the purpose of the service. Based on the design evaluation, this interface supports user needs by improving accessibility, reducing confusion, and increasing user confidence in using the peer counseling service.

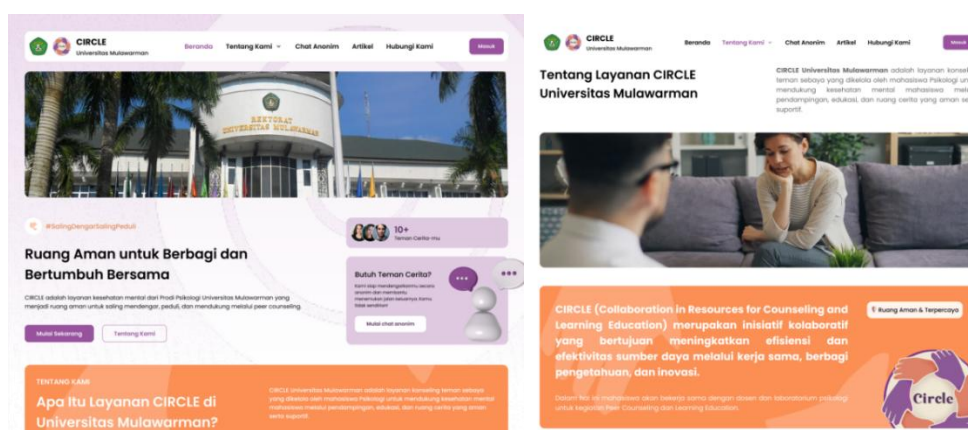


Figure 3. Landing Page Guest

The student interface is designed to support the main activities in accessing peer counseling services. Based on the design results, several features are provided, including a dashboard, counselor profiles, booking system, online chat, counseling history, notifications, and feedback. These features aim to help students easily access services, manage counseling schedules, and communicate with counselors in a more organized way. The interface also emphasizes simplicity, clear navigation, and user comfort, including privacy support such as anonymous counseling. Overall, the design is expected to improve accessibility and create a more convenient and user-friendly experience for students.

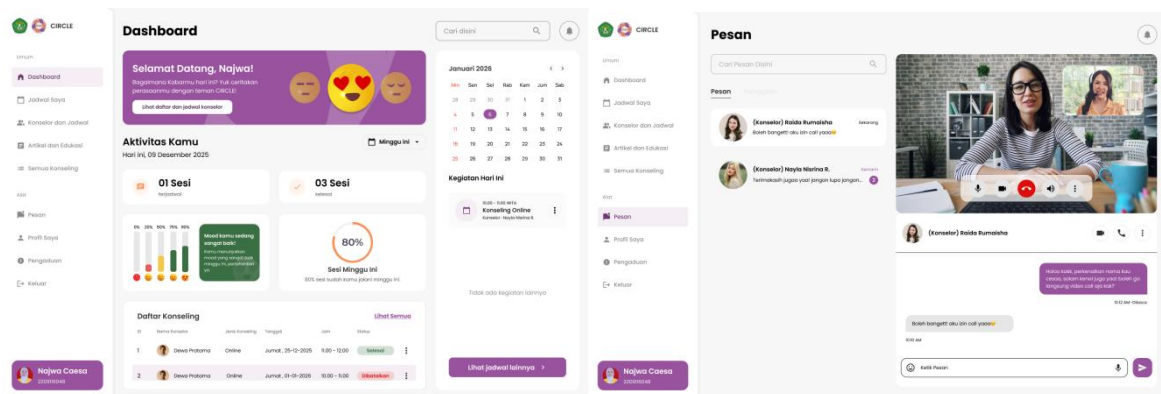


Figure 4. Student Dashboard Interface

To support counseling activities, the counselor interface provides features such as a dashboard, schedule management, counseling session data, chat, notifications, and tools for creating educational content. These features help counselors manage their daily activities more efficiently and keep track of their responsibilities.

Through this interface, counselors can organize their schedules in a more structured way, monitor both ongoing and completed sessions, and communicate directly with students without relying on external platforms. The availability of session data also helps counselors review past interactions and maintain better service quality. In addition, the content creation feature allows counselors to share educational information related to mental health, which can support preventive counseling efforts. Overall, this interface is designed to improve efficiency, organization, and the quality of counseling services.

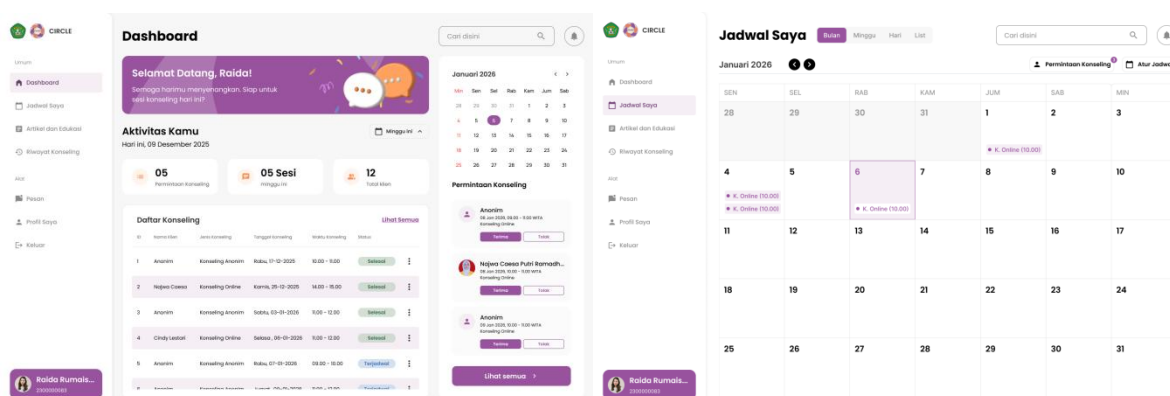


Figure 5. Counselor Dashboard Interface

Unlike other roles, the admin interface focuses on managing and monitoring the overall peer counseling system. It includes features such as a dashboard, user management for students and counselors, counseling activity monitoring, article management, and

reporting tools. These features are designed to support administrative tasks in a more structured and integrated way.

Through this interface, admins can manage user data more systematically, oversee counseling activities, and ensure that the service runs smoothly. The monitoring feature allows admins to track sessions and identify potential issues, while the reporting feature helps generate structured data for evaluation and decision-making. In addition, article management enables admins to control and update content displayed on the website. Overall, this interface helps improve efficiency, reduce data management errors, and support better coordination within the counseling service.

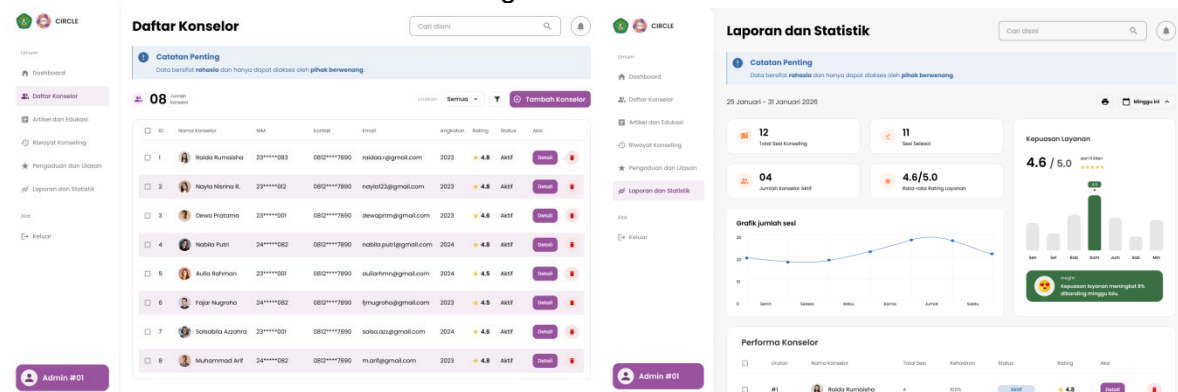


Figure 6. Admin Dashboard Interface

Overall, the interface design for the peer counseling website is developed to support different user roles, including students, counselors, and administrators, through features that match their needs. The design emphasizes simplicity, clear navigation, and user comfort, while also ensuring privacy and accessibility. As a result, the interface provides a more structured, efficient, and user-friendly experience in accessing and managing peer counseling services.

Usability Testing

Usability testing results, as shown in Table 1, indicate that all tasks achieved a 100% success rate across user roles, meaning users were able to complete each task without failure. The average task duration varies depending on task complexity, with simpler tasks such as accessing the dashboard completed more quickly, while more complex tasks required more time.

The misclick rate also varies, with some tasks showing higher values, indicating that certain interface elements may still need improvement in terms of clarity or navigation. However, overall results suggest that the system is easy to use and supports users in completing tasks effectively, although minor usability issues still exist.

Table 1. Usability Testing Results Summary

User Role	Task / Menu	Success Rate	Avg. Duration	Misclick Rate
Student	Landing page	100%	29.4s	-
	Anonim chat	100%	39.6s	8.3%
	Login	100%	26.1s	15.7%
	Booking and start counseling	100%	67.8s	31%
	Counselor profile	100%	13.1s	28.9%
	View all counseling	100%	11.8s	13.3%
	Submit a Complaint	100%	23.7s	9.0%
Counselor	Landing page	100%	52.1s	-

User Role	Task / Menu	Success Rate	Avg. Duration	Misclick Rate
Admin	Login	100%	44s	17.6%
	Add counseling schedule	100%	20.5s	9.1%
	Accept/reject counseling requests	100%	4.5s	0%
	Start counseling	100%	35.6s	29.4%
	Write article	100%	14.4s	9.1%
	View counseling history	100%	31s	24.1%
	Edit profile and log out	100%	13.7s	12.5%
	Landing page	100%	71.5s	-
	Login	100%	35.3s	0%
	Add new counselor	100%	26.7s	30%
	Download counseling details	100%	12.3s	0%
	Review article	100%	21.8s	12.5%
	View complaints and reviews	100%	32s	16.7%
	Download reports and statistics	100%	25.1s	12.5%

The Maze testing results show that users were able to complete all given tasks with a 100% success rate across all roles, indicating that the interface is easy to understand and supports task completion effectively. However, several tasks still produced relatively high misclick rates, suggesting opportunities for interface refinement. The booking and counseling initiation task produced the highest misclick rate (31%). This suggests that users required additional exploration before identifying the correct action button or navigation path. The complexity of the booking workflow and multiple available actions may have contributed to this issue. The counselor profile task showed a misclick rate of 28.9%, indicating that some users attempted to interact with non-clickable elements before locating the intended information. This suggests the need for stronger visual affordances and clearer information hierarchy. Similarly, the counselor task of starting a counseling session resulted in a 29.4% misclick rate, which may indicate that session-related actions were not immediately distinguishable from other available menu options. Future improvements should focus on enhancing button visibility, improving information hierarchy, adding clearer visual indicators, and simplifying navigation paths for critical tasks.

System Usability Testing

SUS evaluation results indicate that the designed website has good usability, with an average score of 77, which falls within the acceptable category and receives a good rating. This result suggests that the system is generally easy to use and well accepted by users. Since the score exceeds the standard SUS benchmark of 68, the proposed design can be considered usable and suitable for further development.

Table 2. SUS Final Score

Respondent	Score	SUS
R1	31	77.5
R2	39	97.5
R3	35	87.5
R4	34	85
R5	33	82.5
R6	25	62.5
R7	26	65

Respondent	Score	SUS
R8	22	55
R9	28	70
R10	31	77.5
R11	29	72.5
R12	27	67.5
R13	32	80
R14	28	70
R15	30	75
R16	32	80
R17	34	85
R18	36	90
R19	34	85
Average		77

Although the average SUS score reached 77, individual scores ranged from 55 to 97.5. This variation suggests that users had different perceptions of the system's usability during their initial interaction with the prototype. These differences may be influenced by varying user preferences, prior experience with similar platforms, and expectations regarding interface design and navigation. Nevertheless, the overall score remained above the accepted benchmark, indicating that the proposed design provides a satisfactory user experience and an acceptable level of usability.

User feedback obtained during testing led to several design refinements, including the correction of typographical errors, the relocation of profile and complaint menus to the sidebar for easier access, and the addition of terms and conditions before counseling schedule submission. These improvements demonstrate the value of an iterative user-centered design approach in refining the proposed solution.

Discussion

This study contributes to the development of digital peer counseling services by providing an integrated platform specifically designed for university students. Unlike previous studies that focused on general counseling systems or mobile mental health applications, this research emphasizes peer counseling services within a university environment and incorporates features derived directly from user needs identified during the design thinking process. The inclusion of anonymous communication, counseling scheduling, educational content, complaint services, and counseling management demonstrates how user-centered design can address both student and service-provider requirements within a single platform.

These findings are consistent with previous studies that reported the effectiveness of user-centered design approaches in developing digital counseling and mental health platforms. Similar to prior research, the Design Thinking method helped identify user needs and translate them into relevant system features. However, this study differs from previous works by focusing specifically on peer counseling services within a university environment and integrating multiple counseling-related functions into a single platform.

The usability evaluation demonstrated that users were able to complete all assigned tasks successfully, indicating that the proposed interface effectively supports user interactions and task completion. Although several activities generated relatively high misclick rates, these findings provided valuable insights into interface elements that may require further refinement. The combination of a 100% task success rate and an average SUS score of 77 suggests that the proposed design is both functional and acceptable to users. Furthermore, the application of the Design Thinking method enabled the development of features that directly address the needs identified during the empathize and define stages,

particularly in terms of accessibility, privacy, communication, and counseling service management.

Despite the positive usability results, this study has several limitations. The evaluation was conducted using a prototype rather than a fully implemented system, which means user interactions may differ in a real operational environment. In addition, the number of respondents was limited to participants directly related to the counseling service, which may affect the generalizability of the findings.

5. CONCLUSION

Based on the design and evaluation of the UI/UX website for the peer counseling service at Universitas Mulawarman using the Design Thinking method, several conclusions can be drawn. This study successfully designed a UI/UX interface for the CIRCLE peer counseling website that aligns with the needs of its main users, including students, counselors, and administrators. The design also integrates 3D icons using Spline to enhance visual appeal, create a more modern interface, and help users understand features more intuitively. The usability testing and System Usability Scale (SUS) results from 19 respondents show an average score of 77, which falls into the “acceptable” category with a grade of C and a “good” rating. The score remains above the standard benchmark of 68, indicating that the proposed design has good usability and is suitable for further development. This study is limited to the UI/UX design and prototype evaluation stage. The proposed system has not yet been implemented as a fully functional website, and future studies should evaluate its effectiveness in real-world counseling activities.

For future research, it is recommended to continue this work to the implementation and full system development stage so that the website can be directly used by students, counselors, and administrators. In addition, future studies may explore other design approaches, such as Lean UX, User-Centered Design (UCD), or Double Diamond, to compare their effectiveness in both design process and outcomes.

6. ACKNOWLEDGEMENT

The authors would like to express their sincere gratitude to the peer counseling team of CIRCLE at Universitas Mulawarman for their support and willingness to participate in this study. Appreciation is also extended to the students who contributed as respondents and provided valuable insights during the research process. The authors would like to thank their supervisors for their guidance, constructive feedback, and continuous support throughout the completion of this study.

7. REFERENCES

- Ansori, S., Hendradi, P., & Nugroho, S. (2023). Penerapan Metode Design Thinking dalam Perancangan UI/UX Aplikasi Mobile SIPROPMAWA. *Journal of Information System Research (JOSH)*, 4(4), 1072–1081. <https://doi.org/10.47065/josh.v4i4.3648>
- Aziza, R. F. A., Nurmasani, A., & Azizah, M. (2024). *Teori dan Praktik Desain UI/UX: Studi Kasus Implementasi dengan Metode Design Thinking*. (I). Penerbit ANDI. https://www.google.co.id/books/edition/Teori_dan_Praktik_Desain_UI_UX/XOArEQAAQBAJ?hl=id&gbpv=1&printsec=frontcover
- Dea Nigata, Q. A., Wati, S. F. A., & Yudha Kartika, D. S. (2024). MentalMate: Desain UI/UX Aplikasi Konsultasi Kesehatan Mental untuk Mahasiswa di Surabaya Menggunakan Metode User Centered Design. *Jurnal Teknologi Informasi dan Terapan*, 11(1), 43–50. <https://doi.org/10.25047/jtit.v11i1.372>
- Deacon, P. (2020). *UX and UI Strategy - A Step by Step Guide On UX and UI Design*. Independently Published (Apple Books). <https://dokumen.pub/ux-and-ui-strategy-a-step-by-step-guide-on-ux-and-ui-design.html>
- Defriani, M., Islami, L. N., & Hermanto, T. I. (2022). UI/UX Design of Ineffable Psychological Counseling Mobile Application Using Design Thinking Method. *Sinkron*, 7(3), 962–973.

- <https://doi.org/10.33395/sinkron.v7i3.11582>
- Gala, F. S., Sinring, A., & Anas, M. (2023). Pengembangan Media Bimbingan Berbasis Website Untuk Meningkatkan Kesehatan Mental Pada Mahasiswa Program Studi Pastoral Konseling Iain Toraja. *Masokan Ilmu Sosial dan Pendidikan*, 3(2), 95–110. <https://doi.org/10.34307/misp.v3i2.120>
- Hidayat, R., Kosen, & Risdianto, E. (2022). Web-Based Cyber Counselling System in Supporting the Implementation of the “Merdeka Belajar-Kampus Merdeka (MBKM)” Curriculum in University. *KONSELI: Jurnal Bimbingan dan Konseling (E-Journal)*, 09(2), 237–242. <https://ejournal.radenintan.ac.id/index.php/konseli/article/view/13518/5758>
- Khasanah, S., & Sutabri, T. (2023). Faktor-Faktor Tampilan UI/UX Yang Mempengaruhi Psikologis Manusia. *Jurnal Sain dan Teknik*, 5(2), 28–33. <https://doi.org/10.37577/sainteks.v5i1.5>
- Mayasari, R., & Heryana, N. (2023). *Konsep dan Teori Desain User Experience Perangkat Lunak*. PT. Neo Santara Indonesia Redaksi: https://www.researchgate.net/publication/377968095_Konsep_dan_Teori_Desain_User_Experience
- Nabilla, N., & Ichwani, A. (2022). Sistem Informasi Layanan E-Konseling Psikologi Untuk Mahasiswa Berbasis Website Dengan Metode Prototype. *Jurnal Mnemonic*, 5(2), 191–198. <https://doi.org/10.36040/mnemonic.v5i2.5244>
- Prastiwi, A. P. A., & Prasetyo, B. P. B. (2024). Design of User Interface and User Experience Website-Based Mental Health Applications as a Means of Counseling Universitas Negeri Semarang Students Using Design Thinking Methods and System Usability Scale. *Journal of Advances in Information Systems and Technology*, 6(2), 308–325. <https://journal.unnes.ac.id/journals/jaist/article/view/3490>
- Putri, B., & Oktaviani, N. (2023). Re-Design User Interface Website PT. Gozco Menggunakan Design Thinking. *Jurnal Fasikom*, 13(02), 214–224. <https://doi.org/10.37859/jf.v13i02.5528>
- Romiaty, R., Apriatama, D., Pangestie, E. P., Syaharani, A. F., & Hutajulu, L. (2022). Model Konseling Teman Sebaya untuk Mahasiswa dengan Menggunakan Aplikasi WhatsApp. *Jurnal Basicedu*, 6(3), 5157–5165. <https://doi.org/10.31004/basicedu.v6i3.3065>
- Rosalia, M. (2021). *How Many Participants Do You Need for User Research Interviews?* Nielsen Norman Group. <https://www.nngroup.com/articles/interview-sample-size/>
- Setiawan, R., Faturrahman, M., Septiana, Y., Tresnawati, D., & Sutedi, A. (2025). *Enhancing the Usability of ITG Virtual Tour Website Through UI / UX Design Using the Five Planes Method*. 14(July), 197–204. <https://doi.org/10.34148/teknika.v14i2.1227>
- Suryadana, A., Sasongko, D., & Nugroho, S. (2023). Penerapan Metode Design Thinking dalam Website Waste4Change untuk Mengoptimalkan Fitur Pengiriman Sampah. *Journal of Information System Research (JOSH)*, 4(3), 820–830. <https://doi.org/10.47065/josh.v4i3.3274>
- Sutanto, R. P. (2022). Analisis User Flow pada Website Pendidikan: Studi Kasus Website DKV UK Petra. *Nirmana*, 22(1), 41–51. <https://doi.org/10.9744/nirmana.22.1.41-51>
- Zahra, A., & Syukur, Y. (2023). Manfaat Pusat Layanan Bimbingan dan Konseling dalam Mengatasi Masalah Mahasiswa. *Jurnal Pendidikan Tambusai*, 7(3), 25109–25115. <https://doi.org/10.31004/jptam.v7i3.10600>