

ABSTRACT

DEVELOPMENT OF STUDENT ADVOCACY APPLICATION HELP DESK MODULE AT XYZ EDUCATIONAL INSTITUTION USING RAD METHOD

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This research focuses on the Development of a web-based student advocacy application with a Helpdesk module at XYZ Institute of Education. The application is Designed using the Rapid Application Development (RAD) methodology to ensure a fast and iterative Development cycle. The main features developed include live chat and consultation. The aim of this research is to improve efficiency, transparency, and responsiveness in the student advocacy process. The research results show that this application facilitates students in submitting consultations and interacting directly with the advocacy team. Additionally, the application enhances students' trust in the advocacy system and assists the advocacy team in monitoring and analyzing complaint data for better decision-making. The implementation of this application is expected to positively impact the well-being and academic success of students in the XYZ Institute of Education environment.

Keywords Advocacy Application, Helpdesk, Live chat, Rapid Application Development, Student Information System.