1. Kano Model Overview (What is kano model)

The Kano Model is a method used to understand what users really want from a system. It helps us group the features into three main types based on how users feel when a feature is included or missing. This helps us decide which features are most important to focus on.

* 1. Dissatisfiers

These are basic features that users expect to be in the system. If these features are not included, this will lead users to dissatisfaction. But even if they are there, users might not feel very satisfied because they assume these features should already exist.

Sample features:

* Access to academic records (grades, attendance, exam results)
* Access to billing and payment information
  1. Satisfiers

These are features that users actively want. The better these features are implemented, the more satisfied users will be.

Sample features:

* Timely and reliable SMS notifications
* Multi-language support
  1. delighters.

These are features that users do not expect, but they will feel very happy if they are included. These features can make the system stand out from others.

Sample features:

* Personalized dashboards or summaries for students/parents
* Real-time data updates

1. Elicitation Techniques Selection
2. Brainstorming Sessions Plan
   1. Session Structure:
      1. Target Audience

To ensure the brainstorming sessions reflect the diverse needs of the University Communication and Services Portal, the sessions will include representatives from all major stakeholder groups. These individuals were selected based on their interactions with the existing university services and systems.

* + - 1. Students

Students are the primary end-users of the portal. They require access to academic performance, attendance data, tuition information, facility booking, and consultations. Their involvement in the brainstorming sessions is crucial for identifying both expected and desired features that will influence daily usability, transparency, and convenience.

* Key contribution: Identify pain points in communication, desired services for self-service access, and the most effective alert mechanisms.
* Selection criteria: Undergraduate and postgraduate students from various faculties.
  + - 1. Lecturers

Lecturers act as both users and facilitators of academic communication. Their role in the brainstorming sessions will help identify academic-side requirements such as student performance monitoring, mass communication with students, and feedback features.

* Key contribution: Provide input on features related to class announcements, consultation booking, and academic document verification.
* Selection criteria: Full-time academic staff, preferably with experience using the current CMS.
  + - 1. Administrators

Administrative staff manage a wide range of services—from tuition and records to facilities and announcements. Their input is vital to ensure the portal supports workflow integration, efficient service management, and reliable communication.

* Key contribution: Suggest necessary backend tools, reporting functions, and alert triggers (e.g., low attendance, unpaid fees).
* Selection criteria: Staff from finance, registry, facilities, and IT departments.
  + - 1. Parents

Parents are passive users who primarily rely on the system for updates on their child’s academic status and financial obligations. Including them ensures that the SMS Gateway integration delivers meaningful and expected alerts.

* Key contribution: Clarify what types of notifications are most important and how frequently they wish to receive them.
* Selection criteria: Parents of current undergraduate students, contacted through student-parent associations or surveys.
  + 1. Process

The brainstorming process will be conducted in three main sessions, each targeting a specific type of requirement as classified under the Kano Model (Must-be, One-dimensional, Attractive). This will ensure structured input collection aligned with stakeholder expectations.

Each brainstorming session will follow this detailed process:

1. Session Planning:
   * Define the session's objective (based on the Kano category).
   * Develop a list of open-ended and targeted guiding questions.
   * Schedule the session and invite relevant participants (6–8 per session).
   * Prepare collaborative materials: digital whiteboards (e.g., Miro), Google Docs, or physical sticky notes.
2. Session Execution:
   * Introduction (5–10 mins): Brief explanation of the project goals, Kano categories, and brainstorming rules (e.g., no criticism, build on others’ ideas).
   * Idea Generation (20–30 mins): Prompt participants with guiding questions, allow free discussion, encourage creativity.
   * Grouping & Voting (10 mins): Cluster similar ideas, and allow participants to vote or prioritize the suggestions.
3. Post-Session Analysis:
   * Organize and transcribe collected ideas.
   * Assign each suggestion to a Kano category.
   * Refine and document clear requirement statements.
   * Upload session outcomes and categorized requirements to the GitHub repository as proof of elicitation.
4. Session Moderation:
   * Each session will have a facilitator, note-taker, and optionally a technical observer (especially helpful if IT integration questions arise).
   * Sessions can be conducted both online (via Zoom/Teams) and offline (physical meeting rooms).
   1. Sample
      1. Session 1: Basic Requirements (Dissatisfiers)

Focus: Identify the fundamental features the system must provide. Without these, the system would fail to meet user expectations.

Sample Guiding Question:

* What features do you consider absolutely necessary in a university portal?
* What processes should never require you to physically visit an office?
  + 1. Session 2: Performance Requirements (Satisfiers)

Focus: Explore features that users consciously value and that improve satisfaction when implemented well.

Sample Guiding Question:

* What functions would improve your experience when accessing university services?
* How should academic consultations or document requests be handled digitally?
  + 1. Session 3: Excitement Requirements (Delighters)

Focus: Uncover features that exceed user expectations and deliver added value.

Sample Guiding Question:

* What features would pleasantly surprise you or make the portal more enjoyable to use?
* If the system could offer smart suggestions or reminders, what would you want it to do?

1. Questionnaire Design Using Kano Format
   1. Structure:
      1. Target Audience
         1. Students
         2. Lecturers
         3. Administrators
         4. Parents
      2. Process
   2. Sample Questions (at least 10 examples)
2. Kano Model Application
   1. Requirement Categorization Framework

|  |  |  |
| --- | --- | --- |
| Category | Identification Criteria | Example for Portal |
| Must-Be (Basic) |  |  |
| One-Dimensional (Performance) |  |  |
| Attractive (Delighters) |  |  |

* 1. Kano Evaluation Table

1. Implementation Timeline

|  |  |  |
| --- | --- | --- |
| Week | Activities | Deliverables |
|  |  |  |
|  |  |  |

1. Expected Outcomes
2. Justification for Methodology