FACULTY OF COMPUTING & INFORMATICS

CSE6224 - SOFTWARE REQUIREMENTS ENGINEERING

TERM 2420

PART 1: Campus Wellness Portal with Medical System and Fitness Center Integration

TT6L – GROUP 5 – Task 3_Requirement_Elicitation_Plan

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3.0 Requirements Elicitation Plan Using the Kano Model

3.1 Introduction

Developed by Professor Noriaki Kano, the Kano Model is a strategic system designed to study and separate customer needs according to their role in increasing user satisfaction. This roadmap which is often named the "Customer Delight vs. Implementation Investment" matrix, gives helpful guidance for software teams as they work toward meeting what users expect with what they can accomplish.

In the context of system and software design—such as the Campus Wellness Portal (CWP)—the Kano Model helps distinguish between features that are expected, desired, or delightful, enabling more user-centric development. It categorizes system requirements into three primary categories:

- Dissatisfiers (Must-be Features): These are fundamental features that users consider standard or baseline. If they are absent, users become frustrated or dissatisfied; however, their presence does not necessarily increase satisfaction since they are assumed to be a given. For example, a working login system or data privacy controls fall into this category.
- Satisfiers (One-dimensional Features): These are performance-based requirements. The more effectively they are implemented, the greater the user satisfaction. Conversely, poor implementation leads to proportional dissatisfaction. An example includes timely notifications or smooth fitness class booking.
- Delighters (Attractive Features): These features are not expected by users but, when introduced, can lead to high levels of excitement or satisfaction. Their absence does not cause dissatisfaction, but their presence creates strong positive engagement. Examples may include gamified health challenges or AI-based mood trackers.

3.2 Justification for Using the Kano Model

The decision to apply the Kano Model in the development of the Campus Wellness Portal (CWP) is based on its proven effectiveness in aligning user experience design with real user priorities. This model ensures that development is student-centred, resource-efficient, and impact-driven.

- **Prioritize Requirements**: It helps identify essential vs. value-adding features for medical appointment booking, fitness class registration, and wellness tracking.
- **Improve Student Satisfaction**: Ensures the system covers basic student needs while also including features that increase engagement and usability.
- **Optimize Resources**: Development efforts can be focused on what matters most to users rather than wasting time on unnecessary functions.

3.3 Requirements Elicitation Process Plan Using the Kano Model with Techniques

3.3.1 Dissatisfiers (Must-be Requirements)

Elicitation Technique: One-on-One Interview

- **Goal**: Identify minimum necessary features that students expect.
- **Stakeholder**: University students
- **Method**: Online interview (via MS Teams)
- **Duration**: 5 minutes per student
- **Sample Questions**:
    1. What features would make the portal unusable for you if they were missing?
    2. Have you faced any issues when registering or logging into university platforms?
    3. What is the most frustrating experience you've had when booking appointments with the university health centre?

Purpose of Questions:

These questions are intended to surface user pain points and identify essential features such as secure login, appointment confirmation, system uptime, and intuitive navigation—features that users may take for granted but will severely miss in their absence.

3.3.2 Satisfiers (One-dimensional Requirements)

Elicitation Technique: One-on-One Interview

- **Goal**: Identify features that directly increase satisfaction when improved.
- **Stakeholder**: University students
- **Method**: Online interview (via MS Teams)
- **Duration**: 5 minutes per student
- **Sample Questions**:
    1. What features would make you want to use the wellness portal more often?
    2. How should reminders for appointments or fitness classes be delivered to be most helpful?
    3. What makes a health or fitness app enjoyable and effective in your experience?

Purpose of Questions:

This line of questioning helps identify expectations for performance features such as timely reminders, responsive interfaces, personalized dashboards, and integration with existing schedules. Responses guide design decisions that enhance satisfaction proportionally.

3.3.3 Delighters (Attractive Requirements)

Elicitation Technique: Brainstorming Session

- **Goal**: Generate innovative and value-added ideas beyond user expectations.
- **Problem Statement**: How can we exceed student expectations in a wellness portal?
- **Stakeholder**: University students
- **Moderator**: System analyst (student)
- **Session Setup**:
    - **Duration**: 20 minutes
    - **Format**: Online (MS Teams)
    - **Tools**: Shared document for idea collection
- **Example Prompts**:
    - What would surprise and delight you in a wellness portal?
    - Imagine the perfect fitness tracking or appointment scheduling experience—what does it include?
    - What non-essential features would make you recommend the portal to friends?

Purpose of Questions:

These prompts aim to surface aspirational and emotional desires, enabling the design team to explore features such as AI-driven mood analytics, interactive health dashboards, virtual wellness communities, and more—features that surprise users and promote engagement.