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**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. Requirements Elicitation Plan Using the Kano Model

## 3.1 Introduction

The Kano Model, also known as the “Customer Delight vs. Implementation Investment” framework, is a user-focused method for categorizing features based on how they impact user satisfaction. It classifies system requirements into three main types:

* **Dissatisfiers (Must-be features):** Basic expectations. Their absence causes dissatisfaction, but their presence doesn’t necessarily improve satisfaction.
* **Satisfiers (One-dimensional features):** The better they are implemented; the more satisfied users will be.
* **Delighters (Attractive features):** Unexpected features that greatly please users if present but aren’t missed if absent.

## 3.2 Justification for Using the Kano Model

Implementing the Kano Model in the development of the Campus Wellness Portal (CWP) helps:

* **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?

**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?

**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?