Requirements Elicitation Plan Using the Kano Model

Campus Event Check-in System with Student ID and Payment Integration

Table of Contents

[1 Introduction 1](#_Toc198649124)

[2 Justification for Using the Kano Model 1](#_Toc198649125)

[3 Elicitation Techniques Selected 2](#_Toc198649126)

[3.1 Brainstorming 2](#_Toc198649127)

[3.*2* Questionnaire 2](#_Toc198649128)

# 1 Introduction

The purpose of this document is to outline the plan for eliciting and classifying requirements for a digital Campus Event Check-in System using the Kano Model.

The purpose of this system is to streamline event attendance tracking by integrating with the university’s student ID database and enabling payment processing for event-related transactions.

The goal of this elicitation plan is to gather functional and experiential requirements from key stakeholders primarily students and event organizers and classify them into three Kano categories: **dissatisfiers, satisfiers,** and **delighters.**

# 2 Justification for Using the Kano Model

The Kano Model is a proven framework for distinguishing between different types of customer needs and expectations. Unlike traditional prioritization techniques that rank features only by importance, the Kano Model categorizes feature by their impact on user satisfaction.

This approach is ideal for the Campus Event Check-in System because:

* It helps distinguish must-have operational features from nice to have or unexpected features.
* It allows prioritization based on both user expectations and the potential to enhance the user experience.
* It is particularly useful for systems serving multiple user groups with different expectations, such as students, event staffs and admins.

# 3 Elicitation Techniques Selected

## 3.1 Brainstorming

The objective of this brainstorming session is to elicit initial functional and non-functional requirements for the Student Event Check-In System. The session will be conducted online via Zoom or Google Meet at 9PM on 4th May 2025, where all team members will participate. Using a shared digital whiteboard, participants will discuss and record ideas related to system expectations, and feature suggestions.

The session will focus on identifying key features, problems, and needs, which will then be categorized into dissatisfiers, satisfiers, and delighters. This categorization helps in understanding user expectations and priorities. The satisfiers feature that meet basic expectations will be refined into specific questions that will form part of a follow-up questionnaire, aimed at identifying which features require further attention or improvement.

## 3.*2* Questionnaire

A **structured online questionnaire** will be distributed via **Google Docs** to **a sample group of university students**. The questionnaire will be sent on 9th May 2025. Each question will come in a pair of:

* A functional question (e.g., How do you feel if feature X is present?”)
* A dysfunctional question (e.g., How do you feel if feature Y is absent?)

Respondents will choose from:

* I like it
* I expect it
* I feel neutral
* I can tolerate it
* I dislike it

This can help make clear classification of student needs into a numerical value whereby it can be used to rank the satisfier features.

Potential Questions to be Used (The final version of the questionnaire used will be in Part 3 Doc):

| **Feature** | **Functional Question** | **Dysfunctional Question** |
| --- | --- | --- |
| **Automatic check-in using student ID** | How would you feel if you could be automatically checked into an event by scanning your student ID? | How would you feel if you had to manually sign in at each event? |
| **In-app payment for food/merch** | How would you feel if you could purchase food and merch in the app at events? | How would you feel if there was no in-app payment option and you had to pay in person only? |
| **Event reminders/notifications** | How would you feel if the app reminded you of upcoming events you signed up for? | How would you feel if the app didn’t send any reminders for events? |
| **Event feedback and rating** | How would you feel if you could rate events and give feedback through the app? | How would you feel if there was no option to give feedback or rate events? |
| **Digital receipts for purchases** | How would you feel if you received a digital receipt for all your purchases? | How would you feel if you didn’t receive any receipts for your purchases? |
| **Event suggestions based on interests** | How would you feel if the app suggested events based on your interests or previous attendance? | How would you feel if there were no event recommendations at all? |
| **Check-in history view** | How would you feel if you could see a personal history of your event attendance? | How would you feel if your check-in history was not recorded or visible to you? |