Revisions

| Version | Primary Author(s) | Description of Version | Date Completed |
| --- | --- | --- | --- |
| 1.0 | Hesham | Initial file created. Draft techniques | 22/4/2025 |
| 1.1 | Nickleirsch | Explained each technique. Added example questions | 22/4/2025 |

Techniques:

Interview, Observation, Questionnaire

1. Interviews

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| Purpose | To gain detailed insight into user expectations, current challenges, and workflows. |
| Participants | Lecturers, administrators, and some senior students. |
| Approach | One-on-one or small group discussions. Questions will be open-ended to allow users to express needs freely. |
| Example Questions | "What tasks do you frequently perform using the campus system?"  "What problems do you face when communicating with students/parents?" |

2. Observation

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| Purpose | To understand how users interact with the current systems and communication methods. |
| Participants | Mainly students and administrative staff. |
| Approach | Observe users during real activities such as checking grades, handling billing issues, or sending updates. |
| Focus | Identify pain points, workarounds, and areas for improvement that users might not mention directly. |

3. Questionnaire

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| Purpose | To reach a wider group of users and quantify their preferences. |
| Participants | Students and parents. |
| Approach | Short online survey with both Likert-scale and Kano-style questions. |
| Example Kano-oriented Questions for a Feature (SMS alerts for low attendance) | Functional: "How would you feel if the system sends SMS alerts for low attendance?"  Dysfunctional: "How would you feel if the system does NOT send SMS alerts for low attendance?"  Response options: I like it / I expect it / I am neutral / I can tolerate it / I dislike it |