Task 4: Elicitation Session & Requirements Classification

Team Discussion Proof

YEOW BENG CHUAN Tuesday 9:27 pm

Object Should be Discuss	1. How many users(actors) are in the system? 2. What are the behaviors (use cases) of each user (actors)? 3. What is the relationship between each user (actor)? 4. Do any other considerations need to be considered during development?

Sorry for late

Now we finalize the structure by discussing these questions

So we discuss for question 1 first

Is current actors enough for our system?
Current Actors:

1. Student
2. Club Admin
3. System Admin
4. University Financial Management System
5. Campus Space Reservation System

MOHANAD HASSAN FATHY ABDELATTY Tuesday 9:31 pm

I mean so far yeah

YEOW BENG CHUAN Tuesday 9:32 pm

Is it okay for LIM HUAN YEE and WONG YI SHAN?   @

Or any other need to add?

Tuesday 9:32 pm

yeah

enough I think

YEOW BENG CHUAN Tuesday 10:31 pm

> **MOHANAD HASSAN FATHY ABDELATTY** 20/05/2025 10:23 pm
> University Financial Management System 1. Receive financial proposal
> 2. Return financial proposal 3. Send financial budget report Campus...

Am thinking on let the System Admin to do the approve

Cause it's database only, not sure it can perform the approve or not

MOHANAD HASSAN FATHY ABDELATTY Tuesday 10:34 pm

Hmm it seems fine

YEOW BENG CHUAN Tuesday 10:36 pm

So we just let the Campus Space Reservation Database to have those use case?

Or the system itself will perform but it is related to the Database so we just connect to it

MOHANAD HASSAN FATHY ABDELATTY Tuesday 10:42 pm

I am thinking about database having it, but up to you

YEOW BENG CHUAN Tuesday 10:43 pm

> **MOHANAD HASSAN FATHY ABDELATTY** 20/05/2025 10:42 pm
> I am thinking about database having it, but up to you

Wait, I ask GPT first

🧠 **In Summary:**

- **Database = Passive** → cannot perform use cases
- **Use Case = Behavior** → must involve **active agents** (people or systems with logic)
- Use the **database as a system context object**, not an actor or initiator

It said not valid, use case have to be active

👍

Weird, if database cannot have use case, how to show it in use case diagram

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MOHANAD HASSAN FATHY ABDELATTY Tuesday 10:48 pm

Either having the admin for database like similar to venue admin or connect use cases to other actors like you mentioned system admin

YEOW BENG CHUAN Tuesday 10:50 pm

Query Venue Availability	SCMS sends a request to retrieve available venues.
Send Reservation Request	SCMS sends a reservation request to the DB.
Receive Reservation Response	SCMS receives confirmation or rejection from DB.

Something like this is acceptable

👍

YEOW BENG CHUAN Tuesday 10:58 pm

University Financial Management System
1. Receive financial proposal
2. Return financial proposal
3. Send financial budget report
Campus Space Reservation Database
1. Query Venue Availability
2. Send Reservation Request
3. Receive Reservation Response

This will be the final use case for these 2 external system

👍

If have any things want to change can mention here

YEOW BENG CHUAN Tuesday 11:04 pm

I have classify the requirements

Any things want to comment?

MOHANAD HASSAN FATHY ABDELATTY Tuesday 11:10 pm

maybe for Interface must be accessible via desktop and mobile browsers should be into satisfiers as it's like expected to have more than nice to have

👍

Yesterday

YEOW BENG CHUAN Yesterday 11:15 pm

Type	Requirements
Indifferent (Need to Further Discuss)	Ability to view upcoming club events
	Ability to vote for club events
	Ability to filter or search for clubs/events
	Ability to submit event proposals
	Ability to initiate budget requests

These are from the questionnaire, these need to discuss which group it belongs to

This consider as brainstorming session also

LIM HUAN YEE Yesterday 11:28 pm

1 Student, Club Admin, System Admin (All user)
2 Student
3 Student, Club Admin
4 Club Admin
5 Club Admin

Is it okay like this

YEOW BENG CHUAN Yesterday 11:30 pm

Wait, I mean classify whether it's delighter, satisfier or dissatisfier

MOHANAD HASSAN FATHY ABDELATTY Yesterday 11:33 pm

View upcoming club events	Dissatisfier
Filter/search clubs & events	Satisfier
Submit event proposals	Dissatisfier
Vote for club events	Delighter
Initiate budget requests	Satisfier

Is it fine?

YEOW BENG CHUAN Yesterday 11:33 pm

> MOHANAD HASSAN FATHY ABDELATTY 24/05/2025 11:33 pm
> View upcoming club events Dissatisfier   Filter/search clubs & events
> Satisfier Submit event proposals   Dissatisfier   Vote for club...

Is everyone agree?

Yesterday 11:35 pm

yes

YEOW BENG CHUAN Yesterday 11:37 pm

Alright
👍

Elicitation Session

i. Brainstorming

Total Session: 4

Date	30th April 2025
Time	12.20pm – 2.00pm (1 hour 40 minutes)
Venue/Platform	Microsoft Teams Chat
Participants	All members
Purpose	Define the core of the system: i. Actors of the system ii. Use cases of the actors

Discussed Object	i. Actors of the system
	Club, University Financial Management System, Campus Space Reservation Database (mentioned by Yeow and Lim)
	->
	Club Admin, Club Member, University Financial Officer, Venue Admin (mentioned by Wong)
	->
	Club Admin, Club Member, University Financial Officer, Venue Admin, System Admin (mentioned by Yeow)
	
	The actor of the system is agreed by all members and proceeded with the use case for each actor
	
	ii. Use cases of the actors
	*with '+' means will be included in Use Case Diagram
	• System Admin
	   o Manage club
	     ▪ Add new club+
	     ▪ Remove club+
	     ▪ Alert club+
	   o Manage user account+
	   o Monitor system data+
	• Club Admin
	   o Manage membership
	     ▪ Add new member+
	     ▪ View member status+
	     ▪ Remove member+
	   o Manage event

	- Propose event+ - Booking venue+ - Request budget+ - Announce event+ - Manage vote+ - Student - Join club+ - Leave club+ - View event+ - Join event+ - Voting+ - University Financial Officer - Allocate club budget+ - View club's financial report+ - Process financial report(Approve/Reject)+ - Venue Admin - List available venue+ - View club's event proposal+ - Process venue booking(Approve/Reject)
Result	5 main actors: System Admin, Club Admin, Student, University Financial Officer and Venue Admin Requirements from brainstorming: - System Admin can add new club - System Admin can remove club - System Admin can alert club - System Admin can manage user account - System Admin can monitor system data - Club Admin can add new member - Club Admin can view member status - Club Admin can remove member - Club Admin can propose event - Club Admin can book venue - Club Admin can request budget - Club Admin can announce event - Club Admin can manage vote - Student can join club - Student can leave club - Student can view event - Student can join event - Student can vote - University Financial Officer can allocate club budget

	- University Financial Officer can view club's financial report - University Financial Officer can process financial report - Venue Admin can list available venue - Venue Admin can view club's event proposal - Venue Admin can process venue booking

Table 1- Brainstorming Session 1 Table

Date	10th May 2025
Time	9.00pm – 11.00pm (2 hours)
Venue/Platform	Microsoft Teams Chat
Participants	All members
Purpose	Define the project preliminary: i. Project goals ii. Project scope (constraint)

Discussed Object	i. Project goals
	• Simplify and centralize club management (memberships, events, budgets, venues)
	• Reduce manual work through a user-friendly digital platform
	• Integrate with university systems for financial and venue coordination
	• Improve communication between clubs and universities
	• Boost student participation and streamline administrative tasks
	• Ensure transparency, efficiency, and wide adoption by student organizations
	(all above mentioned by Wong)
	
	ii. Project scope
	   1. Develop a web based student club and organization management app that integrates with the university's financial management system and campus space reservation database. (mentioned by Yeow)
	   2. Develop the app in 3 months with a team of 4 developers. (mentioned by Yeow)
	   3. System should support minimum of 30 clubs and organizations. (mentioned by Yeow)
	   4. System should support minimum of 10, 000 students. (mentioned by Yeow)

	5. System should include 3 internal actors which are System Admin, Club Admin and Student. (mentioned by Yeow)
	6. System should include 2 external actors or system which are University Financial Management System and Campus Space Reservation Database. (mentioned by Yeow)
	7. The system should support role-based access control, with clearly defined permissions, page and features. (mentioned by Wong)
	8. The system should integrate with the university's financial management system to support budget submission, approval, and tracking fund for clubs. (mentioned by Wong)
	9. The system should integrate with the campus venue reservation system to allow club administrators to view availability and request bookings. (mentioned by Wong)
	10. Assume the users have stable internet connection to access the system to get the real time information update. (mentioned by Yeow)
Result	Requirements from brainstorming: Functional Requirement: - The system shall provide a web interface to manage student clubs and organizations. - The system shall support role-based access control for System Admin, Club Admin, and Student roles. - The system shall allow Club Admins to submit budget proposals to the University Financial Management System. - The system shall allow the university financial system to approve or reject budget submissions. - The system shall allow Club Admins to view venue availability and request bookings via integration with the Campus Space Reservation Database. - The system shall support interaction with two external systems: Financial Management System and Campus Space Reservation Database. - The system shall allow the creation and management of at least 30 clubs and organizations.

	Quality Requirement:
	- The system shall be a web-based application accessible via modern browsers.
	- The system shall define and enforce access permissions for each user role (System Admin, Club Admin, Student).
	- The system shall support concurrent access by a minimum of 10,000 student users.
	- The system shall provide real-time information updates under stable internet conditions.
	Constraint:
	- The system shall be developed within 3 months.
	- The development team will consist of 4 developers.

Table 2- Brainstorming Session 2 Table

Date	20th May 2025
Time	9.30pm – 11.00pm (1 hour 30 minutes)
Venue/Platform	Microsoft Teams Chat
Participants	All members
Purpose	Checked current Use Case Diagram and made changes: i. Finalized Use Case Diagram
Discussed Object	i. Finalized Use Case Diagram The actors are finalized as 5, which are Student, Club Admin, System Admin, University Financial Management System and Campus Space Reservation. Some changes have been made to fulfil the more complete system. Club Admin - Add new member - View member status - Remove member - Propose event - Announce event - Manage vote - Submit financial budget report - Book venue - Request budget System Admin

	- Manage user account - Monitor system data - Create new club - Remove club - Alert club Student - Request to join club - Leave club - Join event - View event - Vote for event
Result	Requirements from brainstorming: - Club Admin can add new members - Club Admin can view member status - Club Admin can remove members - Club Admin can propose event - Club Admin can announce events - Club Admin can manage vote - Club Admin can submit financial budget report - Club Admin can book venue - Club Admin can request budget - System Admin can manage user account - System Admin can monitor system data - System Admin can create new club - System Admin can remove club - System Admin can alert club - Student can request to join club - Student can leave club - Student can join event - Student can view event - Student can vote for event

Table 3- Brainstorming Session 3 Table

Date	22nd May 2025	
Time	11.15pm – 11.30pm (15 minutes)	
Venue/Platform	Microsoft Teams Chat	
Participants	All members	
Purpose	Discussed indifferent requirements from the questionnaire	
Discussed Object	View upcoming club events	Dissatisfier

	Filter/search clubs & events	Satisfier
	Submit event proposals	Dissatisfier
	Vote for club events	Delighter
	Initiate budget requests	Satisfier
	Suggested by Hassan, agreed by all members	
Result	The indifferent requirements from the questionnaire have been classified.	
	View upcoming club events	Dissatisfier
	Filter/search clubs & events	Satisfier
	Submit event proposals	Dissatisfier
	Vote for club events	Delighter
	Initiate budget requests	Satisfier

Table 4- Brainstorming Session 4 Table

Session	Requirements
1	- System Admin can add new club - System Admin can remove club - System Admin can alert club - System Admin can manage user account - System Admin can monitor system data - Club Admin can add new member - Club Admin can view member status - Club Admin can remove member - Club Admin can propose event - Club Admin can book venue - Club Admin can request budget - Club Admin can announce event - Club Admin can manage vote - Student can join club - Student can leave club - Student can view event

	- Student can join event - Student can vote - University Financial Officer can allocate club budget - University Financial Officer can view club's financial report - University Financial Officer can process financial report - Venue Admin can list available venues - Venue Admin can view club's event proposal - Venue Admin can process venue booking
2	- The system should provide a web interface to manage student clubs and organizations. - The system should support role-based access control for System Admin, Club Admin, and Student roles. - The system shall allow Club Admins to submit budget proposals to the University Financial Management System. - The system shall allow the university financial system to approve or reject budget submissions. - The system shall allow Club Admins to view venue availability and request bookings via integration with the Campus Space Reservation Database. - The system shall support interaction with two external systems: Financial Management System and Campus Space Reservation Database. - The system shall allow the creation and management of at least 30 clubs and organizations. - The system shall be a web-based application accessible via modern browsers. - The system should define and enforce access permissions for each user role (System Admin, Club Admin, Student). - The system shall support concurrent access by a minimum of 10,000 student users. - The system shall provide real-time information updates under stable internet conditions. - The system shall be developed within 3 months. - The development team will consist of 4 developers.
3	- Club Admin can add new members - Club Admin can view member status - Club Admin can remove members - Club Admin can propose event - Club Admin can announce events - Club Admin can manage vote - Club Admin can submit financial budget report - Club Admin can book venue - Club Admin can request budget

	- System Admin can manage user account - System Admin can monitor system data - System Admin can create new club - System Admin can remove club - System Admin can alert club - Student can request to join club - Student can leave club - Student can join event - Student can view event - Student can vote for event	
4	Classify requirements from questionnaire	

Table 5 – Brainstorming Session by Session Requirement Table

Conclusion:

All session 1's requirements are replaced by session 3's requirements as session 3 component is an update of session 1 component. All session 3's requirements are classified through questionnaire. Only sessions 2 and 4 will be classified.

Session	Requirements	Type
2	The system should provide a web interface to manage student clubs and organizations	Dissatisfier
	The system should support role-based access control for System Admin, Club Admin, and Student roles	Dissatisfier
	The system shall allow Club Admins to submit budget proposals to the University Financial Management System	Satisfier
	The system shall allow the university financial system to approve or reject budget submissions	Satisfier
	The system shall allow Club Admins to view venue availability and request bookings via integration with the Campus Space Reservation Database	Satisfier
	The system shall support interaction with two external systems: Financial Management System and Campus Space Reservation Database	Dissatisfier

	The system shall allow the creation and management of at least 30 clubs and organizations	Dissatisfier
	The system shall be a web-based application accessible via modern browsers	Dissatisfier
	The system should define and enforce access permissions for each user role (System Admin, Club Admin, Student)	Dissatisfier
	The system shall support concurrent access by a minimum of 10,000 student users	Satisfier
	The system shall provide real-time information updates under stable internet conditions	Satisfier
	The system shall be developed within 3 months	Indifferent (For end user)
	The development team will consist of 4 developers	Indifferent (For end user)
4	Students can view upcoming club events	Dissatisfier
	Students can filter/search clubs & events	Satisfier
	Club Admin can submit event proposals	Dissatisfier
	Students can vote for club events	Delighter
	Club Admin can initiate budget requests	Satisfier

Table 6 - Brainstorming Requirements Classification Table

ii. Questionnaire

Time/Duration	Released on 19th May 2025, Closed on 22nd May 2025 (3 days)
Venue/Platform	Google Form sent through WhatsApp group chat
Respondents	6
Results	Question 1a: *Is the ability to view list of clubs and their descriptions important for you as a normal user? (1 is least important, 5 is very important)*

Question 1a:
Is the ability to view list of clubs and their descriptions important for you as a normal user? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	0	0	3	3
Percentage (%)	0.0	0.0	0.0	50.0	50.0

Question 1b:
What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	0	0	4	2
Percentage (%)	0.0	0.0	0.0	66.7	33.3

Question 2a:
Is the ability to view upcoming club events important for you as a normal user? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	1	2	2	1
Percentage (%)	0.0	16.7	33.3	33.3	16.7

Question 2b:
What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	1	1	2	1	1
Percentage (%)	16.7	16.7	33.3	16.7	16.7

Question 3a:
Is the ability to join or leave a club important for you as a normal user? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	0	0	2	4
Percentage (%)	0.0	0.0	0.0	33.3	66.7

Question 3b:
What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	0	0	1	5

Percentage (%)	0.0	0.0	0.0	16.7	83.3

Question 4a:

Is the ability to vote for club events important for you as a normal user? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	1	0	1	2	2
Percentage (%)	16.7	0.0	16.7	33.3	33.3

Question 4b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	1	0	2	1	2
Percentage (%)	16.7	0.0	33.3	16.7	33.3

Question 5a:

Is the ability to filter or search for clubs/events important for you as a normal user? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	1	1	3	1
Percentage (%)	0.0	16.7	16.7	50.0	16.7

Question 5b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	1	2	2	1
Percentage (%)	0.0	16.7	33.3	33.3	16.7

Question 6a:

Is the ability to add or remove club members important for you as a club admin? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	0	0	1	5
Percentage (%)	0.0	0.0	0.0	16.7	83.3

Question 6b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	0	0	1	5
Percentage (%)	0.0	0.0	0.0	16.7	83.3

Question 7a:

Is the ability to view member participation or status important for you as a club admin? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	0	0	5	1
Percentage (%)	0.0	0.0	0.0	83.3	16.7

Question 7b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	0	2	3	1
Percentage (%)	0.0	0.0	33.3	50.0	16.7

Question 8a:

Is the ability to submit event proposals important for you as a club admin? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	1	1	2	2
Percentage (%)	0.0	16.7	16.7	33.3	33.3

Question 8b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	1	2	1	2
Percentage (%)	0.0	16.7	33.3	16.7	33.3

Question 9a:

Is the ability to initiate budget requests important for you as a club admin? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	1	0	1	2	2
Percentage (%)	16.7	0.0	16.7	33.3	33.3

Question 9b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	1	1	1	1	2
Percentage (%)	16.7	16.7	16.7	16.7	33.3

Question 10a:

Is the ability to request venue reservation for events important for you as a club admin? (1 is least important, 5 is very important)

Selection	1	2	3	4	5

Distribution	0	0	1	3	2
Percentage (%)	0.0	0.0	16.7	50.0	33.3

Question10b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	0	1	3	2
Percentage (%)	0.0	0.0	16.7	50.0	33.3

Question 11a:

Is the ability to view financial approval status you submitted important for you as a club admin? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	0	3	1	2
Percentage (%)	0.0	0.0	50.0	16.7	33.3

Question 11b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	0	3	1	2
Percentage (%)	0.0	0.0	50.0	16.7	33.3

Question 12a:

Is the ability to view venue availability for the event important for you as a club admin? (1 is least important, 5 is very important)

Selection	1	2	3	4	5
Distribution	0	0	1	2	3
Percentage (%)	0.0	0.0	16.7	33.3	50.0

Question 12b:

What would you feel if this feature does not included? (1 is it is not needed for me, 5 is very disappointed)

Selection	1	2	3	4	5
Distribution	0	0	1	2	3
Percentage (%)	0.0	0.0	16.7	33.3	50.0

Question 13:

What would you feel if the system will be available 99.9% of the time? (1 is I do not like it, 3 if you think it is basic requirement, 5 is very satisfied)

Selection	1	2	3	4	5
Distribution	0	0	1	1	4

	Percentage (%)	0.0	0.0	16.7	16.7	66.7	
	Question 14: *What would you feel if the response time for user actions is under 3 seconds? (1 is I do not like it, 3 if you think it is basic requirement, 5 is very satisfied)*						
	Selection	1	2	3	4	5	
	Distribution	0	0	1	2	3	
	Percentage (%)	0.0	0.0	16.7	33.3	50.0	
	Question 15: *What would you feel if the data is backed up daily? (1 is I do not like it, 3 if you think it is basic requirement, 5 is very satisfied)*						
	Selection	1	2	3	4	5	
	Distribution	0	0	1	2	3	
	Percentage (%)	0.0	0.0	16.7	33.3	50.0	
	Question 16: *What would you feel if only the authorized users can access certain features? (1 is I do not like it, 3 if you think it is basic requirement, 5 is very satisfied)*						
	Selection	1	2	3	4	5	
	Distribution	0	0	0	2	4	
	Percentage (%)	0.0	0.0	0.0	33.3	66.7	
	Question 17: *What would you feel if the system can be access via desktop and mobile browsers? (1 is I do not like it, 3 if you think it is basic requirement, 5 is very satisfied)*						
	Selection	1	2	3	4	5	
	Distribution	0	0	1	0	5	
	Percentage (%)	0.0	0.0	16.7	0.0	83.3	
	Question 18: *What would you feel if the system can handle large amount of user and do not crash? (1 is I do not like it, 3 if you think it is basic requirement, 5 is very satisfied)*						
	Selection	1	2	3	4	5	
	Distribution	0	0	0	0	6	
	Percentage (%)	0.0	0.0	0.0	0.0	100.0	
Analysis	To analyze the result from the questionnaire, we must know each of the questions and the criteria to classify each requirement from it.						

From question 1 to question 12, the form of question separated to two parts, which are part a, asks about importance of a requirement and part b, asks about feeling if it is not included. Here are the criteria to classify the requirements:

Question a	Question b	Result
High	High	Satisfier
High	Medium	Likely satisfier/delighter
High	Low	Delighter
Medium	High	Dissatisfier
Medium	Medium	Indifferent (Need discussion)
Medium	Low	Indifferent
Low	High	Dissatisfier
Low	Medium	Indifferent
Low	Low	Indifferent

Table: Classify Criteria for Question 1-12

Score	<3	>=3 && <4	>=4
Result	Low	Medium	High

Table: Rating Scale Breakdown

For questions 13 to 18, the questions asked about what stakeholder would feel if the requirement implemented. Here are the criteria to classify the requirements:
*Average = sum of all/num of respondents

Average scope	< 2.5	2.5 - 3.4	3.5 - 4.4	4.5 - 5.0
Result	Indifferent	Dissatisfier	Satisfier	Delighter

Analysis Result:
Question 1-12
*ND= Need Discussion/Need Further Consideration

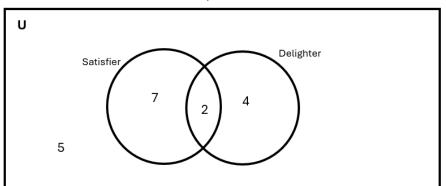| Question	Average (a)	Average (b)	Classified Result
1	4.5 (High)	4.33 (High)	Satisfier
2	3.5 (Medium)	3 (Medium)	Indifferent (*ND)
3	4.67 (High)	4.83 (High)	Satisfier
4	3.66 (Medium)	3.5 (Medium)	Indifferent (*ND)
5	3.66 (Medium)	3.5 (Medium)	Indifferent (*ND)
6	4.83 (High)	4.83 (High)	Satisfier
7	4.17 (High)	3.83 (Medium)	Satisfier/Delighter
8	3.83 (Medium)	3.67 (Medium)	Indifferent (*ND)
9	3.67 (Medium)	3.33 (Medium)	Indifferent (*ND)
10	4.17 (High)	4.17 (High)	Satisfier
11	3.83 (High)	3.83 (Medium)	Satisfier/Delighter

12	4.33 (High)	4.5 (High)	Satisfier

Question 13-18

Question	Average	Classified Result
13	4.5	Delighter
14	4.33	Satisfier
15	4.33	Satisfier
16	4.67	Delighter
17	4.67	Delighter
18	5.0	Delighter

| Conclusion | From the analysis, we got **7 Satisfiers**, **4 Delighters**, **2 possible Satisfiers/Delighters**, **5 Indifferent**, which needs to be considered later to decide which class of requirements it is.
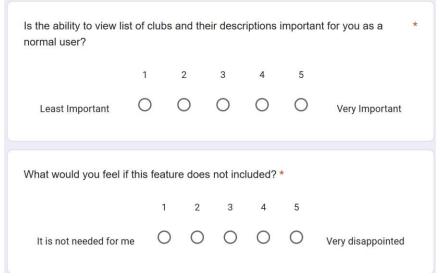

Questionnaire Result Set Diagram

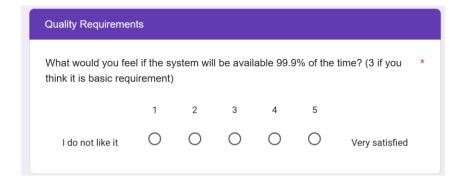| Type	Requirements
Delighter	The system will be available 99.9% of the time
	Only the authorized users can access certain features
	The system can be accessed via desktop and mobile browsers
	The system can handle large numbers of users and do not crash

Type	Requirements
Satisfier	Ability to view list of clubs and their descriptions (Student)
	Ability to join or leave a club (Student)
	Ability to add or remove club members (Student)
	Ability to request venue reservation for events (Club Admin)
	Ability to view venue availability for the event (Club Admin)
	The response time for user actions is under 3 seconds

	The data is backed up daily

Type	Requirements
Dissatisfier	-

Type	Requirements
Indifferent (Need to Further Discuss)	Ability to view upcoming club events (Student)
	Ability to vote for club events (Student)
	Ability to filter or search for clubs/events (Student)
	Ability to submit event proposals (Club Admin)
	Ability to initiate budget requests (Club Admin)

Sample question from 1-12:

Is the ability to view list of clubs and their descriptions important for you as a normal user? *

	1	2	3	4	5	
Least Important	○	○	○	○	○	Very Important

What would you feel if this feature does not included? *

	1	2	3	4	5	
It is not needed for me	○	○	○	○	○	Very disappointed

Sample question from 13-18:

Quality Requirements

What would you feel if the system will be available 99.9% of the time? (3 if you think it is basic requirement) *

	1	2	3	4	5	
I do not like it	○	○	○	○	○	Very satisfied

Classification of Requirements Using Kano Model

Categories	Requirements
Delighters	The system will be available 99.9% of the time
	Only the authorized users can access certain features
	The system can be accessed via desktop and mobile browsers
	The system can handle large numbers of users and do not crash
	Students can vote for club events
Satisfiers	Students can view the list of clubs and their descriptions
	Students can join or leave a club
	Students can add or remove club members
	Club Admin can request venue reservation for events
	Club Admin can view venue availability for the event
	The response time for user actions is under 3 seconds
	The data is backed up daily
	Club Admin can initiate budget requests
	Students can filter/search clubs & events
	The system shall support concurrent access by a minimum of 10,000 student users
	The system shall provide real-time information updates under stable internet conditions
	The system shall allow Club Admins to submit budget proposals to the University Financial Management System
	The system shall allow the university financial system to approve or reject budget submissions
	The system shall allow Club Admins to view venue availability and request bookings via integration with the Campus Space Reservation Database
Dissatisfiers	Club Admin can submit event proposals
	Students can view upcoming club events
	The system shall support interaction with two external systems: Financial Management System and Campus Space Reservation Database
	The system shall allow the creation and management of at least 30 clubs and organizations
	The system shall be a web-based application accessible via modern browsers
	The system should define and enforce access permissions for each user role (System Admin, Club Admin, Student)

	The system should provide a web interface to manage student clubs and organizations
	The system should support role-based access control for System Admin, Club Admin, and Student roles