# Requirement Elicitation

* **General:** Our team has chosen requirement workshops as the base elicitation technique as we deem it to be the most effective and suitable to a system with such varied stakeholders. With a requirement workshop that is well facilitated and documented; you are able to get a lot of information out of the stakeholders in the shortest possible space of time. It would be ideal to have administrators, as well as a couple of representatives from the donor and student side. This means that you can get multiple perspectives to the requirements, and the stakeholders interacting with each other can help us make more informed decisions on compromises (e.g. If the administrators want a feature that is not entirely to the liking of the students). We also aim to set up the workshops hours in a way that best suits the different schedules of the stakeholders.
* **Donors:** This stakeholder will interact with the system the least, as the administrator will mostly be interacting with the proposed system on their behalf. We will also have the least access to them as we can assume, they have less time to give to our elicitation process, and location constraints are also an evident obstacle. The best solution for them is to send all of them electronic surveys and questionnaires. This will be adequate for the limited input we need from them and a perfect work around the constraints.
* **Administrators and Applicants:** A collaboration of different requirements elicitation methods will prove useful in the case of the administrators and applicants, as no single technique will be adequate and effective enough to work for both stakeholders. These methods include the abovementioned requirement workshops as well as interviews for a more intimate setting. Structured individual interviews with a number of stakeholders will aid in attaining their explicit requirements and needs, some of which may possibly be of great assistance to the elicitation process. Observation is also part of our collaboration of requirements gathering strategies.

Observation can either be passive or active, and we aim to use the active kind of observation. The active approach to observation involves a more hands on way to closely analyze the varied systematic needs and experiences of the stakeholders. This method will prove more useful once we have some form of prototype system in place or during the early stages of the software system release. Then will we be able to actively observe how the users interact with the system, and thereafter have them review the system.

Therefore, active observation allows us to put ourselves in the users’ shoes and to experience the system as they do and this will also help us, as analysts, to notice those requirements that may not be so obvious to either of the stakeholders. This kind of observation again works in our favor as it allows for us to directly ask the stakeholders questions about their experience as they use the system. Although the continuous questioning may prove to be quite perturbing to the subject of our observation, it is very necessary for us to ask the “whys” and “hows” since these questions are most analysts’ bread-and-butter and not mention the most vital way to gather requirements in this situation. However, in the case of the administrator we will have to limit our questions to avoid taking up too much of their productivity time.