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**Question 2:** Write a report on how you identify user needs and establish requirements. In your report you should explain how you know your users? And what procedure you used in knowing them.

**Topic**: Online Clearance for Final Year Students

**Introduction**

This report outlines the essential steps undertaken to identify user needs and establish requirements for the development of an online clearance system, focusing on students, faculty staff, and administrative personnel as the primary user groups. The goal is to create a user-centric system that enhances the clearance process for final year students.

**Knowing My Users**

1. **Students**: As a fellow student facing the clearance process, I could empathize with the needs and concerns of this user group. To gain a comprehensive understanding of students, I employed several key procedures:

* **Surveys and Questionnaires**: These were conducted to gather data on students' challenges, preferences, and pain points during the clearance process.
* **Focus Groups**: Organizing focus group discussions provided qualitative insights into students' experiences and allowed for a deeper exploration of their needs.
* **Observation**: Actively observing students navigating the existing clearance process helped in identifying real-time pain points and areas for improvement.

**2. Faculty Staff**: Faculty staff hold a pivotal role in approving clearances and providing necessary documentation. Understanding their needs was crucial, and I engaged in the following procedures:

* **Interviews**: In-depth interviews with faculty members provided valuable insights into their expectations and challenges within the clearance approval process.
* **Feedback Mechanisms**: Establishing feedback channels allowed faculty staff to offer ongoing input and suggestions, ensuring their needs were addressed.

**3. Administrative Staff**: Administrative personnel manage the entire clearance system, making it imperative to comprehend their requirements through:

* + **Meetings and Workshops**: Engaging in discussions with administrative staff facilitated the collection of insights into the broader system requirements and alignment with institutional policies.
  + **Review of Existing Systems**: Analysing the current clearance processes and systems was instrumental in understanding existing pain points and areas that needed optimization.

**Procedure for Identifying User Needs**

The following structured steps were undertaken to identify and establish user needs:

**1. Research**: A comprehensive research phase was initiated, involving surveys, interviews, and observation, aimed at collecting extensive data regarding user needs and pain points.

**2. Data Analysis:** The collected data underwent rigorous analysis to pinpoint recurring themes and areas necessitating improvement.

3. **Persona Development**: Personas were meticulously created, each representing a different user group, helping to personify their unique needs, goals, and challenges.

**4. Requirement Elicitation:** With the identified user needs as the foundation, a comprehensive set of requirements was elicited. These requirements were then used to guide the subsequent design and development phases.

**Conclusion**

The process of understanding user needs and establishing requirements is fundamental in the creation of an effective online clearance system. By closely identifying the needs and expectations of students, faculty staff, and administrative personnel, this user-centric approach ensures the development of a more efficient and user-friendly clearance process, benefiting the entire institution and contributing to a smoother transition for final year students.