#### **Introduction**

This document outlines the requirements elicitation process for the Learning Analysis System (LAS) using the Kano Model. The Kano Model is a framework that categorizes system requirements based on their impact on customer satisfaction. The requirements are classified into three categories: Dissatisfiers (a must-be requirement), Satisfiers (a one-dimensional customer requirement), and Delighters (an attractive requirement). This plan will guide the elicitation of these different types of requirements to ensure the development of a system that meets and exceeds user expectations.

#### **Elicitation Process Plan**

##### **Preparation**

* **Stakeholder Identification**: Main stakeholders include students, lecturers, administrators, and developers. These will help give insight into the various requirements of the Learning Analytics System (LAS).
* **Requirement Categorization**: Intentionally plan the categorization of requirements into Dissatisfiers, Satisfiers, and Delighters during elicitation.

##### **Elicitation for Dissatisfiers (**a must-be requirement**)**

* **Interviews**: Conduct one-on-one interviews with stakeholders, students and developers, to identify essential features that the Learning Analytics System (LAS) must include, such as system stability, basic navigation, and security features.
* **Observation**: Analyze competitor Learning Analytics System (LAS) products to identify potential dissatisfiers that could differentiate the system. Look for features that are not expected but could add significant value to the user experience.

##### **Elicitation for Satisfiers (**a one-dimensional customer requirement**)**

* **Interviews:** Continue conducting interviews to understand the performance-related features expected by users. Such interviews shall aim at aspects like ease of operation, speed, and flexibility, which are crucial determinants of user satisfaction.

##### **Elicitation for Delighters (**an attractive requirement**)**

* **Interview:** After that, provide a few open questions to the interviewer to elicit delighters.

#### **Prepared interview questions and scenarios**

Location: Virtual via Google Meet

Duration: 20-30 minutes

Target Stakeholder: Student/developer

Starting:

1. Introduce myself and tell him what system we are eliciting now.
2. Show him the vision and scope for this system.

**Interview Student**

1. Question:
   1. What do you think after reading the vision and scope and rate from 1-5 to ensure you understand what the project objective?
   2. What specific functionalities do you expect the system to provide? **(Satisfier)**
   3. Do you have specific requirements for the system user interface? **(Satisfier)**
   4. What is the critical feature that the system must have to be successful? **(Delighter)**
   5. Do you think a Single Sign-On (SSO) is necessary for the system? **(Dissatisfier)**

**Interview Developer**

1. If you are the developer of this project, can you understand the objectives of the project by looking at the vision, scope and goals rate from 1-100%?
2. What challenges will be facing while implementing the features. **(For future negotiation)**
3. What features can be implemented to enhance the user engagement within the LAS. **(Delighter)**

#### **Documentation and Prioritization**

* **Categorize Requirements**: After eliciting requirements, categorize them into Dissatisfiers, Satisfiers, and Delighters based on stakeholder feedback and the Kano Model classification.
* **Prioritize**: Prioritize the requirements by assessing their importance and impact on user satisfaction. Focus on ensuring that all Dissatisfiers are met, optimizing Satisfiers, and strategically implementing Delighters to enhance the system’s appeal.

#### **Conclusion**

The application of the Kano Model in the Learning Analysis System (LAS) requirements elicitation process would make certain that the system development approach has a proper weighting or balance. Besides, it will not only meet basic expectations with clear differentiation in performance but also innovatively include features that exceed user expectations by categorizing and prioritizing the requirements into Dissatisfiers, Satisfiers, and Delighters.