**Task 3 -**

**Requirements Elicitation Plan Using the Kano Model**

**for**

**Student Club Management System**

**Version <1.0>**

**Group No.: 5**

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| **MARCUS CHONG WEN XUAN** | **241UC2414J** |  |
| **KENG JING LI** | **1211106628** |  |
| **CHUAH YUN SHAN** | **1211107031** |  |
| **TAN YUN XUAN** | **1221309436** |  |
|  |  |  |

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**Discussion Log**

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| --- | --- | --- | --- |
| **Date** | **Platform** | **Participants** | **Discussion Summary** |
| 22/04/2025 | Teams chat | All members | Discussed elicitation techniques used. |

**Screenshot of discussion**

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### Introduction

This document presents the requirements elicitation plan for Student Club Management System using Kano Model. It outlines the common and assistance techniques used to identify requirements that stakeholders need. This system aims to streamline club operations by providing connections between club management, club discussion forum, event planning, budget tracking and venue booking into a centralized platform. The Kano Model is used to classify system requirements based on stakeholders’ expectations. This approach ensures that the system meets basic needs while also identifying features that can enhance user experience.

### Justification for Using the Kano Model

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| A diagram of a customer satisfaction  AI-generated content may be incorrect., Picture |

*Figure 1: Kano Model - Types of customer requirements*

The Kano Model is selected for this Student Club Management System because its user-cantered and prioritisation of features. The reasons for selection are as follow:

* **User Satisfaction Focus**
  + Kano Model focus on how different features leads to different type of user satisfaction, which is important for a system that will be used by various users.
* **Clear Prioritization Framework**
  + Kano Model shows different between delighters, satisfiers, and dissatisfiers, which is vital for resource management and allocation for limitations in university settings.

### Justification for Selected Elicitation Techniques

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| --- | --- |
| **Technique** | **Justification** |
| Observation | This technique will be used to observe and identify useful features and pain points in existing system that user might not mention but would cause frustration if not addressed in new system. |
| Questionnaire | This technique will be used to gather input from students about needs, preferences and challenges. It will be effective to collect a range of number from many students. |
| Brainstorming | This assistance technique will be used to generate and refine ideas for system features. It will encourage creativity to identify unexpected features that would be delighted to have. |

### Elicitation Plan

### Observation

To understand the existing process flow and identify limitations within MMU CLiC, which is a student self-service system used at Multimedia University. This observation aims to know how students perform club-related tasks within the system. The technique focuses on workflow inefficiencies and uncovers potential requirements for Student Club Management System.

**Participants:** Team members

**Duration:** 15 minutes per session

**Format:** On-site system walkthrough of MMU CLiC

**Method:**

1. One team member performs tasks using MMU CLiC, such as:
2. Book venue
3. Student Activity Proposal (STAP) Management
   1. Add new event/project
   2. Submit budget/expenditure
   3. Organizing committee
4. View clubs
5. Another team member as observer records each step of the interaction:

* User navigation flows through the system
* Delays, confusion, or repeated steps
* Missing system feedback or unclear instructions
* Useful features that improve user experience

**Expected Requirements Identified:**

* Event Planning:
  + Create club events or projects proposal.
  + Organize event committees.
* Budget Management:
  + Submit expenditure request and track approvals.
* Venue Booking:
  + Check availability, request venue and track booking status.
* Club Visibility:
  + View clubs and societies.

### Questionnaire

To gather insights directly from the students, focusing on their preferences and expectations for the system. This technique will help understand challenges they face in managing student clubs, as well as the features they need. The questionnaire focuses on areas such as membership management, communication, event planning, and budget tracking.

**Participants:** at least 20 respondents from university students

**Duration:** 1 week (distribution and collection)

**Format:** Microsoft form (link shared through WhatsApp group)

**Method:**

1. Design a questionnaire includes a mix of single-choice, multiple-choice, and short-answer questions. Below are some sample questions:

* “Would managing club membership (join/leave club) through a club management system be useful for you?”
* “Would you find a notification system useful for staying updated on club events (e.g., email, app, or SMS)?”
* “Would having a discussion forum or message board for your club be helpful for communication and idea sharing?”
* “Would a built-in attendee management feature be useful for your club?”
* “Would a student club management system that includes event planning tools (e.g., task assignment, progress tracking) be useful for your club?”
* “Would customizable financial reports in system be useful for your club’s budgeting and expense tracking?”

1. The link to the survey will be distributed through WhatsApp groups.
2. The survey will remain open for 1 week. During this period, responses will be monitored to ensure enough participation.
3. The results will be analysed to identify common issues and feature needs.

**Expected Requirements Identified:**

* Membership Management:
  + Ability to join or leave club through the system.
* Communication:
  + Notification system for updates on events, meetings, and budget approvals.
  + Forum for discussion and idea sharing.
* Event Planning:
  + Attendee tracking to monitor participation.
  + Task assignment tools to distribute responsibilities among committee.
* Budget Management:
  + Budget submissions and approval tracking.
  + Real-time financial status updates.
  + Ability to view financial report.

### Brainstorming

To define the requirements of the system, identify key features, generate ideas for system functionalities, and explore potential unexpected features. This session will encourage open communication among team members and creativity to generate a wide range of ideas for the system.

**Participants:** Team members

**Duration:** 0.5 to 1 hour

**Format:** online discussion through Microsoft Team chat

**Method:**

1. The session will begin with a quick review of the project vision.
2. Team members write down ideas for system features, problems faced by clubs, and possible user expectations.
3. Each member presents their ideas during the sharing session.
4. One of the members will record all the ideas shared and group the similar ideas.
5. Key discussion points and agreed features will be summarized into a draft list of potential system requirements.

**Expected Requirement Identified:**

* Event Planning:
  + Allow members to RSVP (Yes/No) to upcoming events. Responses should be visible to club leaders for attendance
* Profile Management:
  + Users can view and update personal details and track past event participation.
* Event Visibility:
  + Students can view upcoming events with details in calendar view.
  + Clubs can access past event history and related documents such as event proposals and feedback for improvement.
* Venue booking:
  + Venue booking suggestions based on event type.
* Financial Management:
  + Budget recommendations based on past event spending.
* Analytics:
  + Comprehensive dashboard includes charts or graphs for budget utilization, event participation trends, and club performance metrics.
* Personalization:
  + Dashboards showing relevant tasks and notifications based on user roles.

### Timeline

This timeline below shows the planned activities for requirements elicitation of the Student Club Management System.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | Week 1 | | | | | | | Week 2 | | | | | | | |
| April | | | May | | | | | | | | | | |
| 28 | 29 | 30 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| Task | | | M | T | W | T | F | S | S | M | T | W | T | F | S | S |
| Observation Session |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Observation Analysis |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Questionnaire Design | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Questionnaire Distribution | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Questionnaire Analysis | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Brainstorming Session | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

### Classification of Potential Requirements Using Kano Model

This section outlines the classification of expected requirements using the Kano Model. It classifies which features are dissatisfier (basic), satisfiers (performance), and delighters (excitement) during the elicitation process. The expected stakeholders include club leaders (presidents, treasurers, secretaries), students, finance staff and venue staff.

### Dissatisfiers (Must-be Requirements)

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Type** | **Specific Requirement** | **Technique Used** | **Stakeholder** |
| Security & Authentication | Secure login via university SSO | Brainstorming | All roles |
| Role-based access control | Brainstorming | All roles |
| Financial Management | Submit budget request | Observation | Club leader |
| Approve or reject budget request | Brainstorming | Finance staff |
| Track budget approval status | Observation | Club leader |
| Venue Booking | Book venue | Observation | Club leader |
| Check venue availability | Observation | Club leader |
| Approve or reject venue request | Brainstorming | Venue staff |
| Track venue approval status | Observation | Club leader |
| Membership Management | Join or leave club | Observation, Questionnaire | Student |
| Event Planning | Create event proposal | Observation | Club leader |
| Club Visibility | View clubs and societies | Observation | Student |

### Satisfiers (One-dimensional Requirements)

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Type** | **Specific Requirement** | **Technique Used** | **Stakeholder** |
| Financial Management | View financial report | Questionnaire | Club leader |
| Event Planning | RSVP (Yes/No) to event | Brainstorming | Student |
| Track event attendee | Questionnaire | Club leader |
| Organize event committee and assign roles | Observation,  Questionnaire | Club leader |
| Communication | Receive notifications for event updates and approvals | Questionnaire | All roles |
|  | Use discussion forums | Questionnaire | Student  Club leader |
| Event Visibility | View upcoming events with details | Brainstorming | Student |
| Access past event history and documents | Observation | Club leader |
| Venue Booking | View visual calendar of booked venues | Observation | Club leader |
| Profile Management | View and update personal profiles | Brainstorming | All roles |

### Delighters (Attractive Requirements)

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Type** | **Specific Requirement** | **Technique Used** | **Stakeholder** |
| Financial Management | Receive intelligent budget recommendations | Brainstorming | Club leader |
| Venue Booking | Receive venue suggestions based on event type | Brainstorming | Club leader |
| Analytics | View comprehensive dashboards | Brainstorming | Club leader |
| Personalization | Access role-based dashboards | Brainstorming | All roles |
| Event Visibility | View calendar overview of upcoming events | Observation | Student |