## Task 3 - Requirements Elicitation Plan Using the Kano Model

Project Title: Student Club Management System

Tutorial section: TT5L

Group No.: G5

Version: v1.0

Created on: 25/04/2025

Put with elicitation plan  
task 3 & 4 both need kano model (task 3 just planning, task 4 actual result)

### 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, 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 | To observe pain points in existing system where user might not mention but would cause frustration if not addressed in new system. |
| Questionnaire | To gather input about preferences and requirements from diverse stakeholders. |
| Brainstorming | 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:** 10 minutes per session

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

**Method:**

1. One team member acts as a student user to perform actual or mock tasks using MMU CLiC, such as:
2. Reserve 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

**Expected Requirements Identified:**

* Event Planning:
  + Create and submit club events or projects proposal.
  + Organize event committees.
* Budget Management:
  + Submit expenditure proposals 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/social media)

**Method:**

1. Design a questionnaire includes a mix of single-choice, multiple-choice, and short-answer questions.
2. The link to the survey will be distributed through WhatsApp groups, social media, and email.
3. The survey will remain open for 1 week. During this period, responses will be monitored to ensure enough participation.
4. 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.
  + Discussion forum for collaboration 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.
  + Financial report generation.

### 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 WhatsApp group chat/virtual meeting through Microsoft Team

**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/Maybe) 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.
  + Clubs can access past event history and related documents such as event proposals and feedback for improvement.
* Intelligent Recommendations
  + Venue booking suggestions based on event type.
  + Budget recommendations based on past event spending.
* Analytics
  + Comprehensive dashboard including charts or graphs for budget utilization, event participation trends, and club performance metrics.
* Personalization
  + Dashboards showing relevant tasks and notifications based on user roles.
* Gamification
  + Leaderboards to highlight active clubs and encourage participation.

### 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 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), ….

### Dissatisfiers (Must-be Requirements)

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Type** | **Specific Requirement** | **Technique Used** | **Stakeholder** |
| Security & Authentication | Secure login via university SSO | Observation, Brainstorming | Students |
| Role-based access control |
| Budget Management | Budget request and approval workflow | Observation | Financial staff  Club leaders |
| Venue Management | Basic venue booking functionality | Observation | Club leaders  Venue staff |
| Prevention of double-booking |
| Space availability |
| Membership Management | Basic member registration | Questionnaire | Club leaders  Club members  Add student for joining club? |
| Ability to join or leave a club |
| Event Planning | Organize event committee and assign roles | Observation | Club leaders |
| Event proposal submission |
| Club Visibility | View clubs and societies | Observation | Students |

### Satisfiers (One-dimensional Requirements)

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Type** | **Specific Requirement** | **Technique Used** | **Stakeholder** |
| Budget Management | Budget and expense tracking | Questionnaire | Club leaders  Financial staff |
| Financial reports generation |
| Event Planning | RSVP (Yes/No) to event | Brainstorming | Students  Club leaders |
| Attendee management | Questionnaire |
| Task assignment and event progress tracking |
| Event planning tools |
| Communication | Notification system | Questionnaire | Club leaders  Club members |
| Discussion forum |
| Event Visibility | View upcoming events | Brainstorming | Students  Club leaders  Club members |
| Access and review event history and details |
| Venue Booking | Visual calendar with booked venues | Observation | Club leaders |
| Profile Management | User personal profile | Brainstorming | All |

### Delighters (Attractive Requirements)

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Type** | **Specific Requirement** | **Technique Used** | **Stakeholder** |
| Intelligent Recommendations | Venue suggestions based on event type | Brainstorming | Club leaders |
| Budget optimization recommendations |
| Analytics | Comprehensive dashboard | Brainstorming | Club leaders |
| Personalization | Role-based dashboards | Brainstorming | Various club roles |
| Gamification | Club activity leaderboards | Brainstorming | Club members |
| Event Visibility | Calendar view of upcoming events | Brainstorming | Club leaders |