## **Task 4 - Elicitation Execution**

Project Title: Student Club Management System

Tutorial section: TT5L

Group No.: G5

Version: v1.0

Created on: 12/05/2025

4. Elicitation Execution

• Execute: Conduct elicitation sessions using your planned techniques.

• Documentation: Categorize requirements as per the Kano model and record them (include proofs of the execution) in GitHub.

1. Introduction

Brief overview of the purpose of this document

Objective of elicitation execution

Techniques used (Observation, Questionnaire, Brainstorming)

2. Selected Elicitation Techniques

3. Execution Details

4. Mapped Requirements with Kano Model

### Introduction

This document presents the execution of elicitation techniques for the Student Club Management System. The objective is to identify user expectations and essential features related to the system through three planned elicitation techniques applied, including observation, questionnaire, and brainstorming. The results as a foundation for system requirements and are categorized using the Kano Model to support design decisions.

### Selected Elicitation Techniques Overview

### Observation

This technique was conducted by observing how users interacted with the existing MMU CLiC system to identify useful functionalities and workflow challenges that users experience. One member performed club-related tasks (e.g., venue booking, budget and event proposal submission, club browsing) while another recorded system flow, delays, and limitations. This helps to define the requirements and usability issues that could be improved for Student Club Management System.

### Questionnaire

A questionnaire was distributed to collect feedback from students regarding their preferences and needs for the Student Club Management System. The questionnaire included a variety of question types to capture details on membership management, communication, event planning, and budget tracking. Responses from at least 20 participants were gathered over a week, which provide useful data to identify common challenges and desired features, such as club joining or leaving, notifications, discussion forums, attendance tracking, task assignments, and financial management tools.

### Brainstorming

This assistance technique was carried out to expand on possible system features and explore innovative functionalities, especially those that might delight users. The session encouraged open discussion and creativity among team members. The collected ideas were shared, grouped, and refined into a list of system requirements such as user profile management, event visibility, venue booking and budget recommendations, user-role dashboards.

### Execution Details *(outcome, result, proof)*

### Observation

**Execution**

During the observation session, one team member acted as a student and carried out several tasks using the MMU CLiC system. These tasks included booking a venue, submitting a Student Activity Proposal (STAP), organizing committee members, and viewing available club. The aim was to understand user interactions with the system to assess its functionality and user experience. Meanwhile, another team member observed the procedure carefully, noting any usability issues, useful features, and potential areas for improvement. Screen recording and screenshots were also taken throughout the session.

|  |  |
| --- | --- |
| Date | 28/04/2025 (Observation session)  29/04/2025 – 01/05/2025 (Observation Analysis) |
| Time | 7.30pm – 8.00pm (Observation session) |
| Format | Online - Microsoft Team (screen sharing)///  Physical – MMU classroom |
| Link |  |
| Participant | Member1 (as user)  Member2 (as observer) |

\*\* screenshot of Clic

**Outcomes**

\*\* image of conducting observation

* List the findings and what requirements were observed.
* Use screenshots to show which parts of the system helped you identify the needs.
* Briefly explain how each observation led to certain requirements.
* Summary table

### Questionnaire

**Execution**

To better understand student needs and expectations regarding club management system, a questionnaire was conducted between May 3 and May 9, 2025. The form was created using Microsoft Forms and distributed through WhatsApp groups. The questionnaire included a mix of single-choice, multiple-choice, and short-answer questions, which covers areas such as club membership, event management, communication preferences, and budget tracking. Total of 26 students participated, which provides challenges faced and desired features.

|  |  |
| --- | --- |
| Date | 01/05/2025 - 02/05/2025 (Questionnaire Design)  03/05/2025 – 09/05/2025 (Questionnaire Distribution)  10/05/2025 – 11/05/2025 (Questionnaire Analysis) |
| Format | Microsoft Form distributed through WhatsApp group |
| Link |  |
| Participant | 26 university students |

\*\* screenshot of form

**Outcomes**

* Show results (e.g., charts, pie graphs).
* Interpret key results (e.g., “80% of students wanted better budget tracking”).
* Explain how each response led to specific requirements.

|  |
| --- |
| Image \*\* screenshot of result |
| Explanation (include what kano category it is) |

|  |
| --- |
| Image |
| explanation |

### Brainstorming

**Execution**

A brainstorming session was conducted on May 11, 2025, through Microsoft Teams/WhatsApp to generate innovative ideas for the proposed system. All project team members participated in the session. The meeting began with a recap of the project vision and the goals of our system. Team members then contributed ideas, followed by each member sharing ideas related to user needs, club challenges, and possible system features. Ideas were documented in real time and later grouped into feature categories such as event management, user experience, communication, and personalization.

|  |  |
| --- | --- |
| Date | 11/05/2025 |
| Time | 8.30pm – 9.10pm |
| Format | Microsoft Teams/ WhatsApp group |
| Participant | Team members |

\*\* screenshot of discussion

**Outcomes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature** | **Discussion** | **Requirement Identified** | **Kano Category** |
| User personal profile | All user roles in the system can edit personal details. | Add profile management. | satisfier |
| View upcoming events | Students can browse available events. | Display upcoming events with filters (sports, non-sports). | satisfier |
| Review event history | Clubs can access past event proposals and reports. | Add feature for storing and retrieving past event documents. | satisfier |
| Venue suggestions | Venue selection can be difficult without prior knowledge. | Recommend suitable venues based on event type and availability. | delighter |
| Budget recommendations | Clubs often overspend or underbudget for events. | Suggest budget amounts based on similar past events and provide tools to automatically calculate estimated expenses. | delighter |
| Analytics dashboard | Combine comprehensive analytics, role-based dashboard, and gamification of leaderboard. | Implement a role-based dashboard showing club analytics (budget usage, upcoming tasks and club activity leaderboards). | delighter |

### Mapped Requirements with Kano Model