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CSE6224 – Software Requirement Engineering

Campus Wellness Portal with

Medical System and Fitness Center

Integration Project – Part 1

Elicitation Plan

Tutorial Section: TT6L

Group 4

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# Introduction

The purpose of this elicitation plan is to gather, analyse, and prioritize requirements for the Campus Wellness Portal. The system aims to integrate various subsystems such as the university health centre's appointment system, campus recreation facility management software and a wellness platform to ensure students are provided a unified wellness management experience.

# Potential Requirements Classification Using the Kano Model Dissatisfiers:

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| --- | --- | --- | --- |
| **Requirement** | **Context Objects** | **Elicitation Method** | **Justification** |
| User authentication | Student user group, HIPAA, University Internal Policy Guidelines | Observation | By observing how users interact with current login systems, implicit requirements for security and usability can be captured. |
| Health centre appointment scheduling | University Health Portal | Questionnaire | Questionnaires help identify expectations students have when booking appointments. |
| Health centre appointment cancellation | University Health Portal | Questionnaire | Questionnaires help uncover whether users expect the flexibility to cancel appointments and how the process should work to avoid frustration. |
| Fitness class reservation booking | University Recreation Portal/Software | Questionnaire | Questionnaires reveal expectations or frustrations with current booking tools and identifies potential improvements. |
| Fitness class reservation cancellation | University Recreation Portal/Software | Questionnaire | Helps determine if users expect to easily cancel reservations and what barriers they experience during that process. |

## Satisfiers:

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| **Requirement** | **Context Objects** | **Elicitation Method** | **Justification** |
| Student wellness tracking goals | Student User Group | Questionnaire | Directly asking students about their wellness goals allows tailored features to be developed. |
| Development time constraints | University Academic Calendar | Observation | Observing the academic calendar helps identify time constraints and align development milestones with institutional deadlines. |
| View Scheduled Health Appointments | University Health Portal | Questionnaire | Questionnaires reveal stakeholder expectations with viewing scheduled appointments |
| View Scheduled Fitness Classes | University Recreation Portal/Software | Questionnaire | Questionnaires reveal stakeholder expectations with viewing scheduled classes |

## Delighters:

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| --- | --- | --- | --- |
| **Requirement** | **Context Objects** | **Elicitation Method** | **Justification** |
| Real-time fitness class notifications | University Recreation Portal/Software | Questionnaire | Questionnaires help discover if users value receiving instant updates (e.g. confirmations, cancellations, changes) via real-time system interactions. |
| Real-time medical appointment updates | University Health Portal | Questionnaire | Helps identify if users appreciate getting timely updates about appointments or results, which can be supported through API-based syncing. |
| Personalized health recommendations | Student User Group, University Health Portal | Questionnaire | Questionnaires help identify how much users value tailored health tips, enabling features that feel personal and engaging. |

# Justification of Kano Model Use:

The Kano Model was selected for this project because it provides a structured framework for classifying requirements based on how they affect user satisfaction. Given the nature of the Campus Wellness Portal which integrates core health services with fitness and personal wellness tools, it was important to differentiate between features that are expected, those that improve satisfaction when done well, and those that delight users when present but are not necessarily expected.

This classification helped prioritize features during requirement elicitation by ensuring that fundamental expectations like secure login and appointment scheduling were not overlooked while also identifying opportunities to exceed user expectations with features like personalized health recommendations. Overall, the Kano Model supported a user-centred approach to requirement analysis by aligning development priorities with actual stakeholder expectations.

# Questionnaire

To assess stakeholder expectations for the Student Wellness Platform, we will administer a **20-item questionnaire** comprising **both functional and dysfunctional scenarios** which aredirectly aligned with the requirements identified in our earlier analysis. Participants will be required to state their **expectations** if the question was implemented into the Student Wellness Platform on a scale of 1 to 5 where 1 is extremely satisfied and 5 is extremely disappointed. This survey will be conducted among **students** at **Multimedia University Malaysia** between **12 and 23 May 2025**. Participants may complete the questionnaire either via a **paper form** distributed on campus or through an **online Google Form**. The 20 questions are as follows:

## Questionnaire Questions:

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| Requirement | Functional Question | Dysfunctional Question |
| Health centre appointment scheduling | How would you feel if the Student Wellness Platform allowed you to easily schedule appointments with the university health centre? | How would you feel if the Student Wellness Platform DID NOT allow you to schedule appointments with the university health centre? |
| Health centre appointment cancellation | How would you feel if you could easily cancel your health centre appointments through the Student Wellness Platform? | How would you feel if you were UNABLE to cancel your health centre appointments through the Student Wellness Platform? |
| Fitness class reservation booking | How would you feel if you could easily reserve a spot in a fitness class through the Student Wellness Portal? | How would you feel if you COULD NOT reserve a spot in a fitness class through the Student Wellness Platform? |
| Fitness class reservation cancellation | How would you feel if you could easily cancel your fitness class reservation through the Student Wellness Platform? | How would you feel if you were UNABLE to cancel your fitness class reservation through the Student Wellness Platform? |
| Student wellness tracking goals | How would you feel if the Student Wellness Platform allowed you to track your wellness goals? | How would you feel if the Student Wellness Platform DID NOT provide any way to track your wellness goals? |
| Real-time fitness class notifications | How would you feel if you received real-time notifications about your fitness class bookings and updates through the Student Wellness Platform? | How would you feel if you DID NOT receive any real-time notifications about your fitness class bookings through the Student Wellness Platform? |
| Real-time medical appointment updates | How would you feel if you received real-time notifications about your health appointments through the Student Wellness Platform? | How would you feel if you DID NOT receive real-time notifications about your health appointments through the Student Wellness Platform? |
| Personalized health recommendations | How would you feel if the Student Wellness Platform provided you with personalized health tips or recommendations? | How would you feel if the Student Wellness Platform DID NOT offer any personalized health tips or recommendations? |
| View Scheduled Health Centre Appointments | How would you feel if the Student Wellness Platform allowed you to see your scheduled health centre appointments? | How would you feel if the Student Wellness Platform DID NOT allow you to see your scheduled health centre appointments? |
| View Scheduled Fitness Classes | How would you feel if the Student Wellness Platform allowed you to see your scheduled fitness classes? | How would you feel if the Student Wellness Platform DID NOT allow you to see your scheduled fitness classes? |

## Possible Existing Systems/Documents to be Observed:

For observation of existing systems, the Multimedia University’s (MMU) CLiC system will be the main point of reference for our system. By observing these existing systems, we can identify what should also be implemented in the Wellness Portal system as point of reference. As most of our references for observation will be through finding resources online, we can conduct it alongside our questionnaire gathering from **12 to 23 May 2025**.

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| Requirement | Functional Question | Source |
| Login | How should the Wellness Portal login function be implemented? | <https://clic.mmu.edu.my/psp/csprd/?cmd=login>  A screenshot of a computer  AI-generated content may be incorrect. |
| Academic Calendar | How should the Academic Calendar for the Wellness Portal look like? | <https://www.mmu.edu.my/wp-content/uploads/2023/07/Academic-Calendar-2025-Session_v4.pdf> |