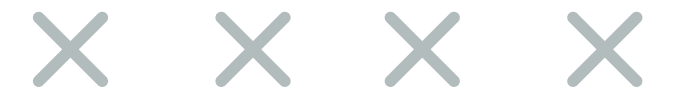


Team System322

IUTian Threads

Lab 5 - Information Gathering: Interactive Methods

CSE 4408: System Analysis & Design Lab
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THE TEAM



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Stakeholder Interviews

Key Stakeholders

GENERAL STUDENTS & ALUMNI

- Understand the daily communication challenges
- Platform desirability and preference

FACULTY MEMBERS

- Understand student faculty interaction
- Participation as category experts
- Platform opinion

UNIVERSITY ADMINS & IT

- Feasibility information
- Concerns and oversight
- Responsiveness to student-reported issues

Interview Guide: Students and Alumni

(Funnel Flow)

Open-Ended

- How do you usually raise concerns or share feedback at IUT?
- Have you faced any difficulties using Facebook or other platforms for campus discussions?

Closed-Ended

- Would you be willing to use an official university forum if it were easy to access? (Y/N)
- Rate your satisfaction with current communication channels (1–5).

Probing

- Why do you think some students hesitate to speak up online?
- What kinds of topics do you think need more visibility but get buried online?

Interview Guide: Faculty Members

(Pyramid Flow)

Close-Ended

- Would you be comfortable moderating or advising discussions if needed? (Y/N)
- Do you think anonymous participation can improve openness in student discussions? (Y/N)

Open-Ended

- How do you currently receive feedback or concerns from students outside class?
- What role do you think the faculty should play in a student forum?

Probing

- Why do you think some students hesitate to speak up online?
- What kinds of topics do you think need more visibility but get buried online?

Interview Guide: Admins and IT

(Diamond Flow)

Close-Ended

- Is there an existing server resource that can be used for deployment?
- Would official student feedback via this system be reviewed regularly? (Y/N)

Open-Ended

- What is your view on the current communication flow between students and OSW?
- How do you assess the feasibility of hosting an internal forum platform?

Probing

- What risks do you foresee in enabling anonymous or student-moderated discussions?
- What would encourage OSW to engage actively on this platform?



Interview Outcomes: Students and Alumni



Key Points

- Students feel current communication channels (e.g., Facebook groups, informal chats) are cluttered and unreliable.
- Students want faster responses and easier ways to track their queries.

Wants and Needs

- A dedicated, organized forum for academic and administrative queries
- Notification system for replies and updates.
- Tagging, categorization, and search features for efficient information retrieval.
- Profile customization to showcase interests, expertise, and availability for networking.

Interview Outcomes: Faculty Members

Key Points

- Faculty expressed openness to being involved if moderation responsibilities are clearly defined.
- They are concerned about misinformation or disrespectful behavior on the platform.
- Some faculty currently use informal channels (whatsapp, Facebook, Messenger) to respond to student feedback

Wants and Needs

- Notification system for flagged posts or category-specific activity
- Clear content guidelines and escalation paths for handling sensitive topics

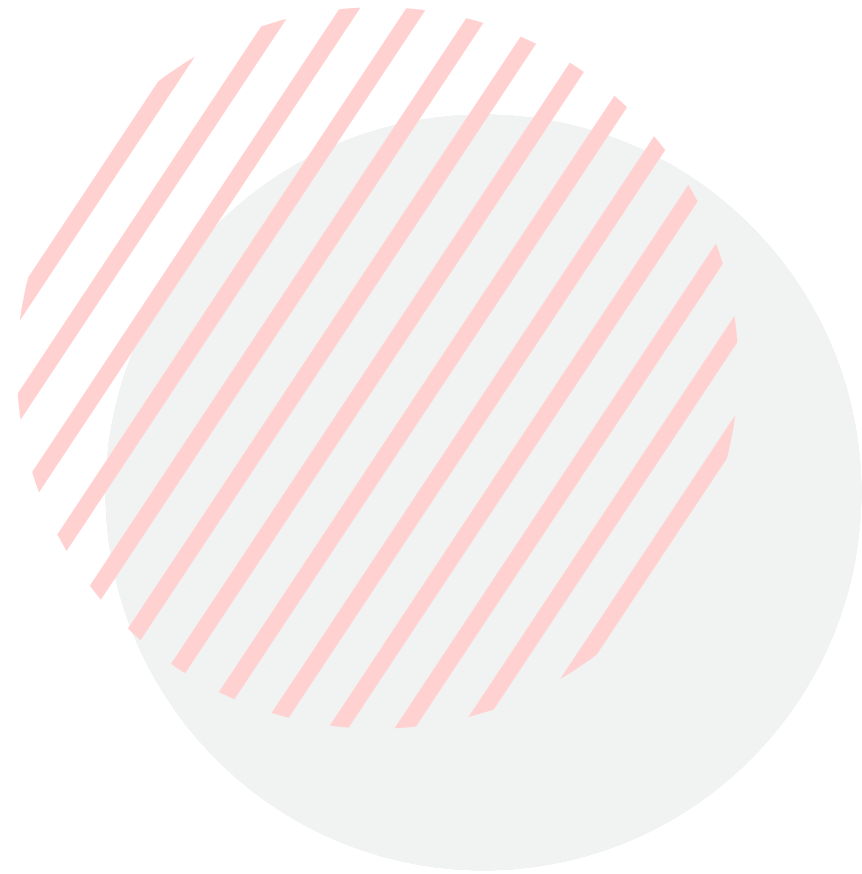
Interview Outcomes: Admins and IT

Key Points

- Admins and IT staff prioritize strict compliance with university policies and data security.
- They require a reliable, scalable, and easy-to-maintain system.
- Admins value analytics and reporting for monitoring engagement, while IT focuses on technical integration and support.

Wants and Needs

- Require robust access control and user management.
- Need audit logs, reporting tools, and integration with university authentication.
- Want scalable infrastructure, automated backups, and dedicated technical support.



User Survey & Feature Requirements



User Questionnaire

Objective:

- To gather broad, quantifiable insights on student and stakeholder communication habits
- To identify satisfaction levels with current communication tools
- Determine feature preferences for a centralized platform
- Assess willingness to adopt a university-hosted discussion system

Target: Students & Alumni.

Distribution: Publicly posted Google-form link on Facebook and other platforms.

Timing: 5-day window, 2 reminders (Day 2 and Day 4)

User Questionnaire

Sample Questions

- **How often do you share concerns or feedback with IUT authorities (e.g., OSW, admin)?**
☐ Frequently ☐ Occasionally ☐ Rarely ☐ Never
- **Which platform do you currently use most to share or read student concerns? (Select all that apply)**
☐ Facebook Group ☐ Messenger/WhatsApp ☐ Email ☐ In-person ☐ Other: _____
- **How satisfied are you with the current methods of communication with IUT administration? (1 = very dissatisfied, 5 = very satisfied)**
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Survey Observation

Pain Points

1. Student concerns often are buried in Facebook group noise
2. Lack of structured communication
3. Delayed moderator response
4. Overreliance on informal social media channels
5. Existing communication methods (email, in-person, informal messaging) are inefficient or inconsistent

Expectations

1. Anonymous posting
2. Moderated discussions
3. Threaded discussions
4. Secure login and identity protection
5. Admin involvement when appropriate

Feature List

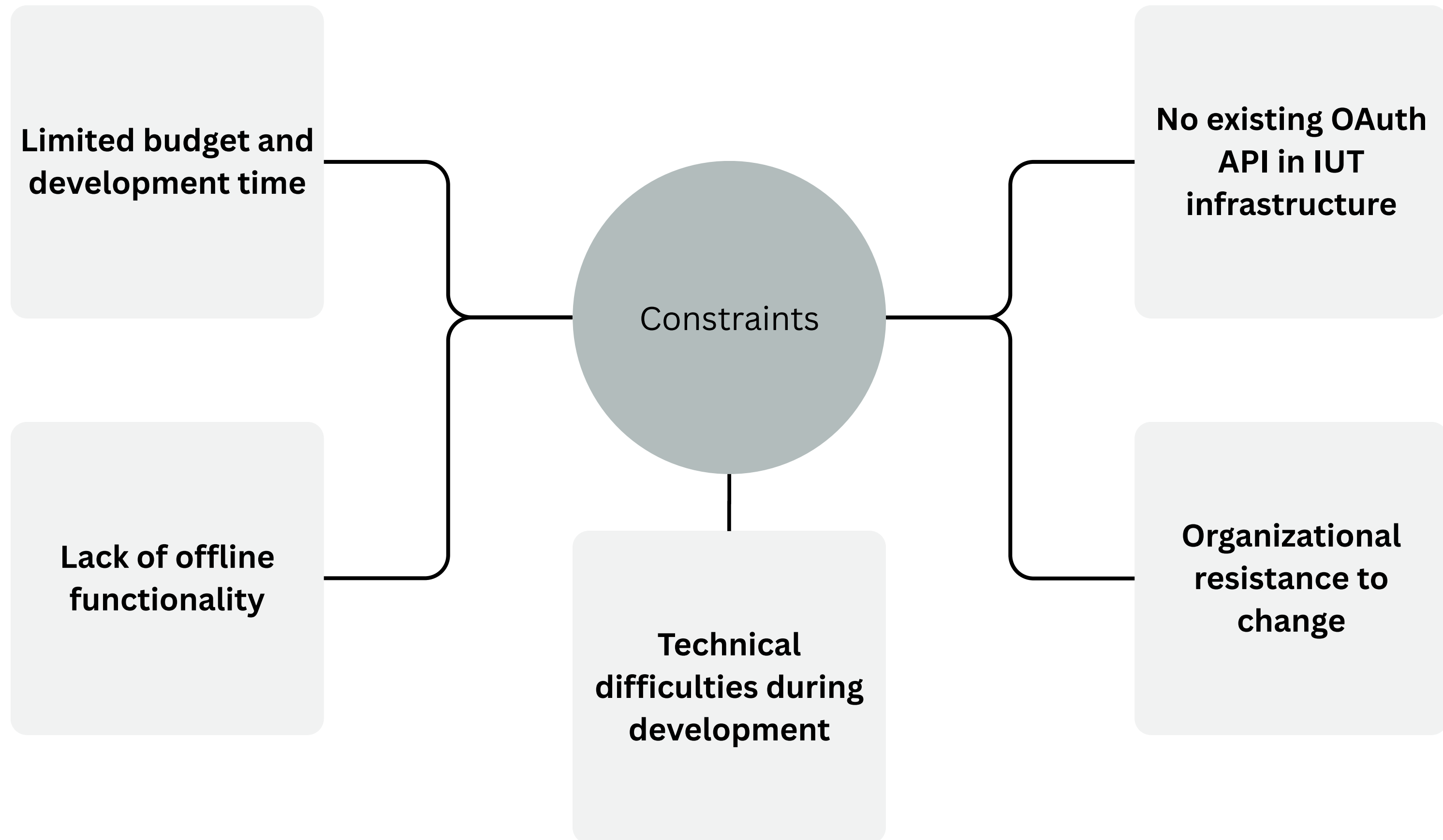
Functional Requirements

1. User Authentication
2. Thread Management
3. Moderation tools
4. OAuth authentication with IUT-server
5. VPS hosting environment
6. APIs
7. Multiplatform support

User Requirements

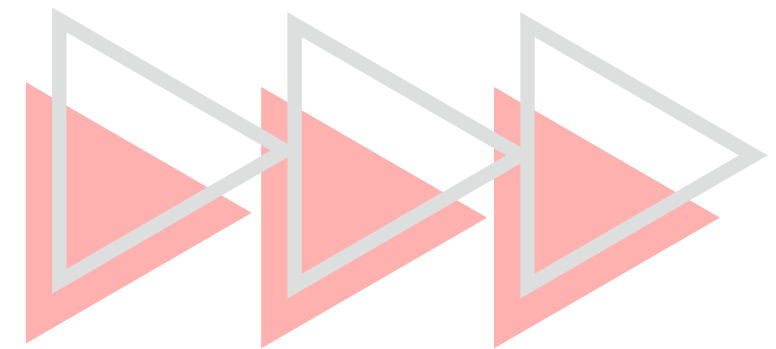
1. Topic based sub-forums
2. Replies & update notifications
3. Post and reply upvotes and downvotes
4. Anonymous posting
5. Customizable profiles

Feature List





Other Interactive Methods



Other Interactive Methods

Storytelling:

- **Example:** A student wanted to report about irregularities in the IUT bus service on Facebook group but it was quickly buried under other irrelevant posts.
- **Benefits:**
 - Conveys the purpose of the platform
 - Relates emotionally, increasing user buy-in and trust.
 - Encourage higher user engagement by reflecting real experience

Other Interactive Methods

Joint Application Development (JAD)

Potential Benefits:

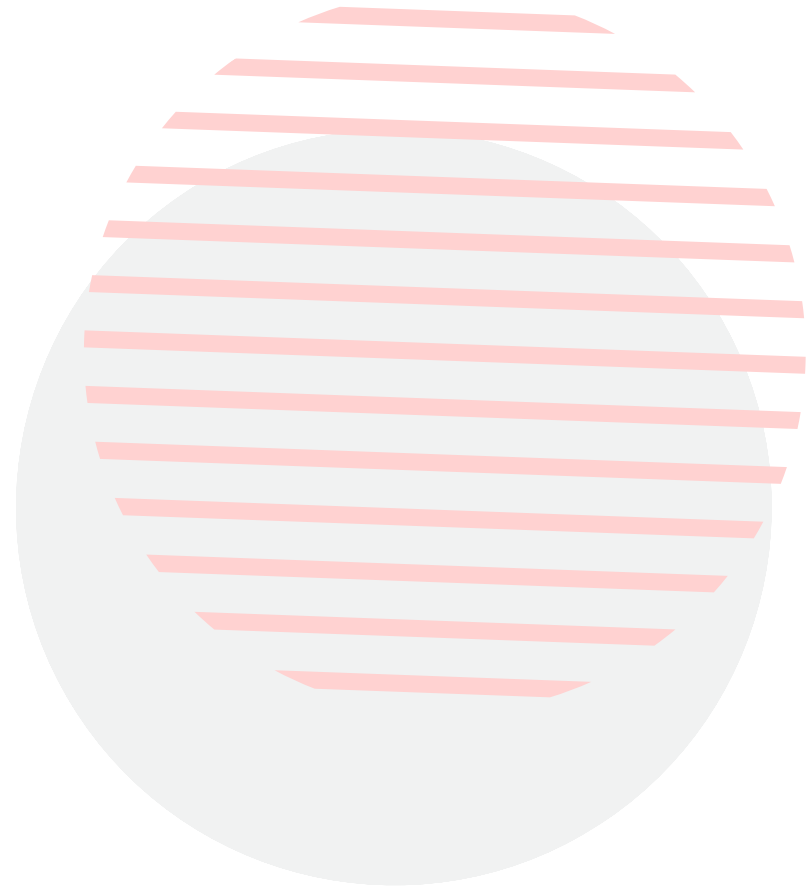
- Aligns students, alumni, faculty, and admins on platform goals
- Helps sketch key features early on
- Promotes quick feedback and reduces misunderstandings

Challenges:

- OSW and faculty scheduling is often tight and inconsistent
- Stakeholders prefer short or async input
- Not all students want to participate in design-level discussions

Conclusion: A full-scale JAD session is not feasible within our timeframe

Suggestion: We'll use mini-sessions and 1:1 follow-ups to gather input efficiently



Thank you!

We are open for Q&A

