

Stakeholder-Centric Requirements Gathering for IUTian Threads

CSE 4408: System Analysis and Design

Lab 5: Information Gathering – Interactive Methods

Team System322

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Slide 1: Key Stakeholders

Stakeholder Group	What We Aim to Learn
Students & Alumni	Communication behavior, trust concerns, desired features
Faculty Members	Potential roles in moderation, communication philosophy, academic considerations
University Admin & IT Team	Technical feasibility, deployment support, institutional alignment

Slide 2: Interview Guide – Students & 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?

☐ Yes ☐ No - 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?

Slide 3: Interview Guide – Faculty Members (Pyramid Flow)

Closed-Ended: - Would you be comfortable moderating or advising discussions if needed?

☐ Yes ☐ No - Do you think anonymous participation can improve openness in student discussions?

☐ Yes ☐ No

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

Probing: - What kind of discussions should be encouraged or discouraged in such a forum? - Would you prefer to be notified of activity in your category of expertise?

Slide 4: Interview Guide – University Admin & IT Team (Diamond Flow)

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?

Closed-Ended: - Is there an existing server resource that can be used for deployment?

☐ Yes ☐ No - Would official student feedback via this system be reviewed regularly?

☐ Yes ☐ No

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

Slide 5: Questionnaire Objective

Primary Goals: - Identify pain points in current reporting methods - Evaluate interest in anonymous forum use - Discover expectations and preferred features

Target Group: All IUT students and alumni

Delivery: Google Form via Messenger and email

Timing: 7-day period with reminders on Day 3 and Day 6

Slide 6: Sample Questionnaire

1. How often do you want to raise campus-related concerns?
☐ Daily ☐ Weekly ☐ Monthly ☐ Rarely
 2. Where do you currently report issues? (Check all that apply)
☐ Facebook ☐ Messenger ☐ Email ☐ OSW form ☐ Other
 3. On a scale of 1–5, how useful are these platforms?
 4. Would you be willing to use an official university forum if it were easy to access?
☐ Yes ☐ No
 5. Would you prefer anonymous posting? ☐ Yes ☐ No
 6. What features would you want in the new platform? (Check all that apply)
☐ Anonymous Posting ☐ Voting ☐ Threaded Posts ☐ Moderator Support
 7. Why do you think students hesitate to raise issues online? (Open-ended)
 8. Share one time you failed to report an issue. (Open-ended)
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Slide 7: Key Observations from Interviews & Survey

Pain Points: - Fear of exposure in current platforms - Lack of structured communication - Delayed moderator response

Expectations: - Easy anonymous posting - Moderated discussions - Thread-based interface - Secure login and identity protection - Faculty and admin involvement when appropriate

Slide 8: Requirements Breakdown

Functional: - The system shall allow anonymous posts and threaded discussions. - The system shall include a dashboard for moderators and faculty reviewers.

Non-Functional: - The system shall be mobile- and desktop-friendly. - The system shall use secure authentication.

Business: - Hosted under IUT's official domain. - Align with OSW's communication improvement goals.

User: - Students and alumni shall post without revealing identity. - Moderators/faculty shall manage flagged threads and categorized topics.

Technical: - Custom login via student ID (no OAuth). - VPS hosting required by IUT.

Slide 9: Other Interactive Methods

 Storytelling: Helped uncover trust gaps and exceptional edge cases missed in structured interviews.

JAD Feasibility: Pros: - Aligns stakeholders - Refines early MVP features

Cons: - Schedule conflicts - Cultural preference for shorter 1-on-1s

Conclusion: JAD is not ideal; small follow-ups preferred.

Slide 10: Conclusion

IUTian Threads addresses core communication gaps between students, alumni, faculty, and OSW.

Stakeholder interviews and questionnaires uncovered key usability, trust, and content governance needs.

Focused, iterative methods like user stories and feedback loops will continue shaping the platform design.