

**CSE6224 Software Requirements Engineer**

**System Documentation**

**for**

**Campus Accessibility Navigation System with Facilities and Event Integration**

**TT3L**

**GROUP 1**

**Prepared by :**

|  |  |  |
| --- | --- | --- |
| **NAME** | **STUDENT ID** | **EMAIL** |
| MUHAMMAD NAQIB BIN ZULL AZRI | 1211112306 | 1211112306@student.mmu.edu.my |
| MUHAMMAD HARITH AIMAN BIN MUHD ZULKAPLI | 1211112350 | 1211112350@student.mmu.edu.my |
|  |  |  |
|  |  |  |

# Elicitation Execution

## 

1. **Techniques**
   1. **Techniques 1: Interview**

**Objective:** Gather user feedback from students, staff, and visitors on expected features and usability for the MMUAccess system.

**Participants:** 22 respondents (from different faculties and accessibility backgrounds)

|  |  |  |  |
| --- | --- | --- | --- |
| **Interview Questions** | **Feature** | **Insight Gained** | **Kano Category** |
| 1. Do you think an app that finds accessible routes is necessary? | Route Accessibility | Users consider this essential for daily navigation | Must-Have |
| 2. Would real-time updates about elevator status help you? | Real-Time Alerts | Elevators & blocked paths are common pain points | Performance |
| 3. Would suggestions for nearby restrooms or ramps help? | Accessibility POI Suggestions | Adds convenience and confidence in navigating campus. | Delighter |
| 4. Would you use screen reader or voice navigation? | Accessibility Tools | Some users rely on assistive tech, especially visually impaired | Must-Have |
| 5. Would route time estimation (for wheelchair/walking) be useful? | Travel Time Estimation | Most users want optimized timing info | Performance |
| 6. Would multi-language support help you or others? | Language Options | Multilingual environment—Bahasa & English were top picks | Must-Have |
| 7. What feature would make this app exciting for you? | Custom Feature Suggestions | Smart voice commands, vibrational alerts, and restroom alerts were suggested. | Delighter |

**Outcomes:**

|  |  |  |
| --- | --- | --- |
| **Feature** | **Kano Category** | **Justification** |
| Route optimization avoiding stairs | Must-Have | Users with mobility needs find this critical. |
| Real-time updates (construction, elevator) | Performance | Increases trust and reliability |
| Screen reader & voice command compatibility | Must-Have | Supports inclusive access |
| Suggesting accessible toilets/elevators nearby | Delighter | Unexpected, but highly useful |
| Time estimation for selected routes | Performance | Users want efficiency |
| Multi-language support | Must-Have | Diverse language needs from international/local students |
| Custom alerts (vibration/voice) | Delighter | |  | | --- | |  |  |  | | --- | | Increases accessibility and engagement | |

* 1. **Techniques 2: Observation**

**Article 1**

**Article 2**

**Article 3**

## Objective:

## Methodology:

## Findings:

**Observation Technique Tables**

**Key Observation**

* 1. **Techniques 3: Brainstorming**

**Outcomes:**