# TT5L_G8 - Requirements Elicitation Plan Using the Kano Model

Project Title: Student Club Management System with Budget and Venue Integration

Tutorial Section: TT5L

Group: G8

Document Version: v1.0

Created by: Adriana

Last Updated: 13/05/2025

## 1. Introduction

This document outlines the requirements elicitation plan for the Student Club Management System proposed by Group 8 of tutorial section TT5L. The elicitation is based on two selected techniques and one assistance technique: observation of existing applications, a questionnaire targeted at students, and brainstorming. These techniques were chosen to gather both behavioral insights and user expectations for the system.

## 2. Elicitation Techniques

### 2.1 Observation

#### *2.1.1. Objective*

To explore real-world implementations of club and event management systems in order to identify essential and innovative features that can inform the requirements of the proposed Student Club Management System.

#### *2.1.2. Methodology*

The team will conduct a structured analysis of publicly available platforms that offer relevant functionality. Each platform will be reviewed for features related to member management, event organization, budgeting, communication, document handling, and administrative tools. This activity is intended to guide requirement formulation based on systems that have been tested in practical environments.

### *2.1.3. Target Group*

The team will perform the observation collaboratively, ensuring consistent comparison across all tools. The observations will be discussed collectively before synthesizing findings.

### *2.1.4. Timing*

The observation will be conducted after completing Task 2, once the project context, objectives, and initial system requirements have been defined, in order to refine and validate those requirements through external reference systems.

### *2.1.5. Reason*

This technique supports the discovery of realistic expectations, overlooked opportunities, and practical limitations by examining how other platforms address similar use cases. It enables the team to align the system with industry norms while proposing improvements.

### *2.1.6. Expected Outcomes*

- A categorized list of key features for member, event, and financial management
- Identification of missing or underdeveloped capabilities in existing tools
- Usability references for interface layout and navigation
- Evidence-based justification for including or excluding certain features
- Recommendations for minimum viable product (MVP) features and potential delighters

## 2.2 Questionnaire

### *2.2.1. Objective*

The questionnaire technique is to gather direct input from the intended users of the Student Club Management System. This includes students, club members, and club leaders. The aim is to validate the importance of proposed features, discover user preferences, and identify pain points in existing processes related to club management.

### *2.2.2. Approach*

A structured Google Form is designed to include both closed and open-ended questions. The closed-ended section follows the Kano Model structure, using scale-based questions to gauge satisfaction toward different system features. The open-ended section is intended to collect ideas and feedback that users may not otherwise express. Questions focus on key modules such as membership, event proposals, budgeting, notifications, and system usability.

### *2.1.4. Target Group*

The questionnaire targets students at Multimedia University from different faculties and roles, including club committee members and general student users. This ensures responses represent the needs of both system administrators and casual participants.

### *2.1.5. Timing*

This activity is planned to take place after the observation phase and before modelling the Kano Model. It serves to confirm the assumptions made during earlier analysis and to provide a user-based perspective for prioritizing features.

### *2.1.6. Distribution*

The Google Form will be shared through WhatsApp groups, internal university communities, and club leadership channels to ensure wide participation. The form remains open for a fixed collection period to ensure consistency.

### *2.1.7. Expected Outcomes*

The questionnaire is expected to produce a ranked list of required features, categorized using the Kano Model into must-have, should-have, and nice-to-have features. Additionally, it is intended to reveal areas of frustration in current systems and uncover additional suggestions from users that may influence the system's future design.

## 2.3 Brainstorming

### *2.3.1. Objective*

The brainstorming technique is planned as a support method to supplement primary elicitation activities. This technique encourages rapid idea generation in a collaborative setting and is intended to uncover potential system features that may not arise from structured methods such as observation or questionnaires. It is particularly useful for identifying edge cases, enhancement features, and innovative solutions that reflect the creativity of the development team.

### *2.3.2. Approach*

The session will be conducted in an open, informal environment that fosters unrestricted idea flow. Team members are expected to contribute freely, building on each other's suggestions and exploring unconventional or visionary functionalities. Brainstorming allows the project team to think beyond basic requirements and propose delighters, usability improvements, or operational workflows that increase the system's overall value.

### *2.3.3. Participants*

All members of the team are expected to participate. A facilitator is assigned to guide the session, while a minute-taker records the ideas generated. This ensures the session remains focused and productive while capturing all relevant outputs for later review.

### *2.3.4. Timing*

The brainstorming activity is scheduled after the initial requirements have been explored through observation and questionnaire techniques. It is placed strategically before finalizing the Kano Model and initial feature list so that ideas from this session can be properly evaluated and integrated.

### *2.3.5. Reason*

This technique supports the discovery of realistic expectations, overlooked opportunities, and practical limitations by examining how other platforms address similar use cases. It enables the team to align the system with industry norms while proposing improvements.

### *2.3.6. Expected Outcomes*

The session is expected to produce a wide range of system features, categorized according to their feasibility and user impact. Ideas that are deemed usable will be reviewed for inclusion in the system scope and Kano Model classification. Other ideas may be marked for future evaluation depending on technical, security, or policy-related constraints. This technique ultimately supports well-rounded requirements engineering by ensuring the final system design captures both foundational and forward-looking functionalities.