TT5L\_G8\_KanoModel

# 1. Kano Model Overview

The Kano Model is used to classify requirements based on how they affect user satisfaction. It divides features into three categories:  
  
- Dissatisfiers (Must-Haves): Basic features users expect.  
- Satisfiers (Should-Haves): The better they are, the more satisfied users are.  
- Delighters (Nice-to-Haves): Unexpected features that pleasantly surprise users.

# 2. Elicitation Techniques Used

To identify and classify features, we used the following elicitation techniques:

## 2.1 Observation

We studied existing club management systems including ClubExpress, Hello Club, CampusGroups, WildApricot, and GroupSpaces. The goal was to identify common, essential, and extra features offered by these platforms.

### 2.1.1. Key observations

1. **ClubExpress**

ClubExpress is tailored for nonprofit organizations and clubs. It provides a broad range of built-in features including member directories, online payments, event calendars, document storage, and communication tools such as newsletters and forums. Event creation is comprehensive, allowing for custom registration forms, payment integration, and visibility settings. However, the interface feels dated, and configuration requires some technical familiarity. Budget tracking is limited to basic income/expense logs. There’s also no native support for venue availability or campus-specific needs.

1. **Hello Club**

Hello Club offers a clean and modern user interface focused on ease of use. It’s particularly strong in managing member check-ins using RFID, recurring payments, and automated invoices. Event booking is flexible and integrated with member communication. However, Hello Club lacks advanced budget proposal workflows and does not have university-specific integrations like academic-calendar sync or admin approval routing. It focuses more on operational clubs, like sports/recreation than universities societies.

1. **CampusGroup**

CampusGroup is a university-focused platform widely used by higher education institutions. It covers every major feature our project aims to include membership management, event creation, RSVP, budgeting, room booking, reporting, and even mobile access. It allows role-based access (student, leader, admin), file uploads, feedback collection after events, and real-time integration with the university’s student info system. However, it can be overwhelming due to its complexity and may require institutional licensing or IT support to implement.

1. **WildApricot**  
    Wild Apricot is a platform designed for associations, nonprofits, and clubs, with a strong emphasis on managing member databases, event registrations, and online payments. It supports customizable membership levels, automated renewals, and self-service portals, making it convenient for both administrators and users. The system also includes basic budgeting tools such as invoice tracking and donation management. While the interface is user-friendly, it lacks features specific to academic or campus-based environments, such as integration with university systems or venue booking. However, calendar integrations can be added through third-party tools, offering some flexibility.

1. **GroupSpaces**  
    GroupSpaces was a platform previously popular among university clubs and societies for its simplicity and ease of use. It mainly focused on essential functions such as email lists, member management, event invitations, and document sharing. While its interface was user-friendly, the platform lacked innovation and did not offer robust features for budgeting or approval workflows. Over time, its failure to evolve with user needs—particularly the absence of strong mobile support—led to a decline in usage and eventual obsolescence.

### 2.1.2. Insights Gained

* **CampusGroup** provides the closest match to our vision but is too large-scale and institutionally dependent.
* **Hello Club** offers excellent usability and check-in features, which we can consider for improving event attendance tracking.
* **ClubExpress** gives us insight into building a modular system that can include communications, document, uploads, and financial logs – but needs a better use experience.
* **WildApricot** strikes a balance between usability and functionality for general club or nonprofit needs. Its member self-service portal and automated workflows simplify administration. While it lacks academic-focused integrations, its modularity and API access provide customization opportunities. It's a solid reference for scalable membership and payment systems, though not ideal for a campus-specific deployment.
* **GroupSpaces** highlighted the importance of a clean, intuitive user interface and simplicity in core features. Its downfall stresses the risk of stagnation and lack of innovation. We can take inspiration from its early usability strengths while ensuring continuous updates and mobile-first design to maintain relevance.

Table 1: Comparison Table of Observed Platform

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Feature/Platform** | **ClubExpress** | **HelloClub** | **CampusGroups** | **WildApricot** | **GroupSpaces** |
| **Member Management** | Yes | Yes | Yes | Yes | Yes |
| **Event Creation & Editing** | Yes | Yes | Yes | Yes | Yes |
| **RSVP / Registration** | Yes | Yes | Yes | Yes | Yes |
| **View Past Activities** | No | No | Yes | No | No |
| **View Upcoming Events** | No | Yes | Yes | Yes | Yess |
| **Event Location Display** | Text | Yes | Yes | Text | Text |
| **Budget Proposal Submission** | Yes | No | Yes | Limited (invoices) | No |
| **Budget Tracking & Status** | Basic | No | Yes | Yes (basic invoicing) | No |
| **Venue Booking** | No | Manual | Yes | No | No |
| **Upload Documents** | Yes | Yes | Yes | Yes | Yes |
| **Notifications & Announcements** | Yes | Yes | Yes | Yes | Yes |
| **Feedback Collection & Ratings** | No | Manual | Yes | Manual (forms) | No |
| **Reports (Activity & Financial)** | Yes | Limited | Yes | Yes | Limited |
| **Role-based Access Control** | Partial | Yes | Yes | Yes | No |
| **Auditing (Logs & Transaction)** | No | No | Yes | Partial (financial logs) | No |

## 2.2 Questionnaire

A Google Form was created and distributed to students to understand their expectations, needs, and frustrations with current club systems. The questionnaire includes both multiple-choice and open-ended questions. It aims to identify the must-have, should-have, and nice-to-have features from the user perspective.

1. **Sample Questions:**

* How would you feel if you had the ability to manage your club members by adding, removing, or searching for them directly through the system?
* How would you feel if the system didn’t allow you to manage your club members at all?
* How would you feel if you could search all clubs at MMU and view their profiles in one place?
* How would you feel if you could not search any clubs in MMU and view their profiles?

1. **Survey Link:** <https://forms.gle/NyLPUwJhHcN66XkD8>
2. **Number of Reponses:** 31 respondents
3. **Summary of Result:**

### 2.2.1. Summary of Results

#### 2.2.1.1. Most Requested Features

Table 2: Insights from Questionnaire

|  |  |
| --- | --- |
| **Feature** | **Insights** |
| Venue Booking (Real-Time) | 100% “Very excited”; 62.5% frustrated if unavailable → Must-Be Feature |
| Submit Budget & Track Spending | 100% “Very excited”; 62.5% frustration if absent → Must-Be Feature |
| Send Event Invitations & Announcements | 100% “Very excited”; 75% frustration if unavailable → Must-Be Feature |
| Generate Financial/Activity Reports | 100% “Very excited”; 87.5% frustrated/disappointed if missing → Performance/Expected |
| Upload Event Documents (Itinerary, Posters) | 75% “Very excited”; 62.5% frustration if missing → Performance Feature |
| Submit Event Proposals | 100% “Very excited”; 100% frustrated if blocked → Essential/Expected |

#### 2.2.1.2. Common Frustations

Not being able to:

Organize or propose events (62.5% very frustrated)

Upload documentation (62.5% very frustrated)

Monitor budgets (62.5% very frustrated)

Book venues (62.5% very frustrated)

Send event invitations (37.5% very frustrated, 37.5% disappointed)

Generate reports (50% very frustrated)

#### 2.2.1.3. Suggestions

Table 3: Suggestions from respondents

|  |  |
| --- | --- |
| **Category** | **Examples** |
| Communication & Collaboration | Group chat, messaging with team, public forum |
| Event Information & Transparency | Upcoming events display, latest announcements, event timeline |
| Data Management & Reporting | Store participant feedback, registration forms, past/present event history |
| System Accessibility & Usability | Improve awareness and marketing, system friendliness |
| Intelligent Suggestions | Recommend clubs based on student skills |
| Operational Features | Sponsorship options, club collaborations |

### 2.2.2. Supporting Screenshots

The figures below show the screenshots of the full questionnaire with the graph and summary of responses for each question.

#### 2.2.2.1. Club Leader

Forms response chart. Question title: Question 1:

How would you feel if you had the ability to manage your club members by adding, removing, or searching for them directly through the system?. Number of responses: 8 responses.  
Figure 1: Screenshot of Question 1 and Graph of Response from Club Leader

The pie chart in Figure 1 illustrates how club leaders would feel about having the ability to manage club members through a system. Out of 8 responses, the majority (62.5%) would feel “Very excited” to have this feature. While 25% of the responses were “Neutral” and 12.5% were “Somewhat excited”. No respondents selected “Not really interested” and “Not interested at all”.This indicates overall positive interest toward the system functionality.

Forms response chart. Question title: Question 2:

How would you feel if the system didn’t allow you to manage your club members at all?. Number of responses: 8 responses.  
Figure 2: Screenshot of Question 2 and Graph of Response from Club Leader

The pie chart in Figure 2 shows that 50% of the respondents would feel “Very frustrated” if the system does not allow them to manage their club members and 50% would feel “Somewhat disappointed”. None of the respondents choose “Neutral”, “Sometimes relieved” and “Very satisfied”. These responses suggest that managing club members is considered a critical feature that would likely lead to dissatisfaction.

Forms response chart. Question title: Question 3:

How would you feel if you could plan and submit event proposals within the system, including getting approvals?. Number of responses: 8 responses.  
Figure 3: Screenshot of Question 3 and Graph of Response from Club Leader

According to the data shown in Figure 3, 100% of the respondents would feel “Very excited” to have feature that allow them to plan and submit event proposals through the system. None of the respondents select “Somewhat excited”, “Neutral”, “Not really interested” and “Not interested at all”. The results clearly demonstrate a high level of interest in this functionality.

Forms response chart. Question title: Question 4:

How would you feel if the system didn’t let you organize or propose events?. Number of responses: 8 responses.  
Figure 4: Screenshot of Question 4 and Graph of Response from Club Leader

According to the pie chart in Figure 4, the respondents' expectations for creating a proposal through a system are high. More than half of respondents (62.5%) reported that they would “Very frustrated” without this functionality and 37% indicated that they would be “Somewhat disappointed”. These findings highlight the importance of including create proposal event in the system, as its absence may lead to significant user dissatisfaction.

Forms response chart. Question title: Question 5:

How would you feel if you could upload supporting documents such as itineraries, posters and proposals regarding your event?. Number of responses: 8 responses.  
Figure 5: Screenshot of Question 5 and Graph of Response from Club Leader

Based on the data presented in Figure 5, most respondents (75%) would feel “Very excited” about the ability to upload supporting documentation within the system and 25% of them would feel “Somewhat excited”. This response shows strong positive reception towards integrating such a feature.

Forms response chart. Question title: Question 6:

How would you feel if you could not upload any event-related documents to the system?. Number of responses: 8 responses.  
Figure 6: Screenshot of Question 6 and Graph of Response from Club Leader

Based on the data presented in Figure 6, the absence of uploading documents feature would negatively impact the user’s experience. The majority (62.5%) of respondents would be “Very frustrated” without this feature and 37.5% of respondents would be “Somewhat disappointed”. None of the respondents select “Neutral”, “Somewhat relieved” and “Very satisfied”. This result highlights the essence of this feature in the student club management system.

Forms response chart. Question title: Question 7:

How would you feel if the system allowed you to submit your budget proposal and keep track of your spending?. Number of responses: 8 responses.  
Figure 7: Screenshot of Question 7 and Graph of Response from Club Leader

According to the data shown in Figure 7, 100% of the respondents would feel “Very excited” to have feature that allow them to submit event budget proposals and keep track of their club spending through the system. None of the respondents select “Somewhat excited”, “Neutral”, “Not really interested” and “Not interested at all”. The results clearly demonstrate a high level of interest in this functionality.

Forms response chart. Question title: Question 8:

How would you feel if you had no way to submit your budget or monitor expenses within the system?. Number of responses: 8 responses.  
Figure 8: Screenshot of Question 1 and Graph of Response from Club Leader

The pie chart in Figure 8 illustrates how club leaders would feel if the system does not have the ability to submit event budget proposals and keep track of their club spending. Out of 8 responses, the majority (62.5%) would be “Very frustrated” without this feature. While 25% of the responses were “Somewhat disappointed” and 12.5% were “Neutral”. No respondents selected “Somewhat relieved” and “Very satisfied”.These responses suggest that this feature is considered a critical feature that would likely lead to dissatisfaction.

Forms response chart. Question title: Question 9:

How would you feel if you could book university venues with real-time availability. Number of responses: 8 responses.  
Figure 9: Screenshot of Question 9 and Graph of Response from Club Leader

Based on the data shown in Figure 9, 100% of the respondents would feel “Very excited” to have feature that allow them to book university venue through the system. None of the respondents select “Somewhat excited”, “Neutral”, “Not really interested” and “Not interested at all”. The results clearly demonstrate a high level of interest in this functionality.

Forms response chart. Question title: Question 10:

How would you feel if you could not book venues or see real-time availability?. Number of responses: 8 responses.  
Figure 10: Screenshot of Question 10 and Graph of Response from Club Leader

Based on the data presented in Figure 6, the absence of uploading documents feature would negatively impact the user’s experience. The majority (62.5%) of respondents would be “Somewhat disappointed” without this feature and 37.5% of respondents would be “Very frustrated”. None of the respondents select “Neutral”, “Somewhat relieved” and “Very satisfied”. This result highlights the essence of this feature in the student club management system.

Forms response chart. Question title: Question 11:

How would you feel if you could send event invitations and announcements directly to members?. Number of responses: 8 responses.  
Figure 11: Screenshot of Question 11 and Graph of Response from Club Leader

According to the data shown in Figure 3, 100% of the respondents would feel “Very excited” to have a feature that allows them to send event invitations and announcements directly to the members through the system. None of the respondents select “Somewhat excited”, “Neutral”, “Not really interested” and “Not interested at all”. The results clearly demonstrate a high level of interest in this functionality.

Forms response chart. Question title: Question 12:

How would you feel if you could not send event invitations or announcements?. Number of responses: 8 responses.  
Figure 12: Screenshot of Question 12 and Graph of Response from Club Leader

The pie chart in Figure 12 illustrates how club leaders would feel if the system does not have the ability to send event invitations and announcements directly to the members. Out of 8 responses, an equal proportion of respondents (37.5%) reported they would feel “Very frustrated” and “Somewhat disappointed” without this feature and 25% were “Neutral”. No respondents selected “Somewhat relieved” and “Very satisfied”.These responses suggest that this feature is considered a critical feature that would likely lead to dissatisfaction.

Forms response chart. Question title: Question 13:

How would you feel if you could generate activity and financial reports easily?. Number of responses: 8 responses.  
Figure 13: Screenshot of Question 13 and Graph of Response from Club Leader

According to the data shown in Figure 13, 100% of the respondents would feel “Very excited” to have feature that allow them to generate activity and financial reports through the system. None of the respondents select “Somewhat excited”, “Neutral”, “Not really interested” and “Not interested at all”. The results clearly demonstrate a high level of interest in this functionality.

Forms response chart. Question title: Question 14:

How would you feel if you could not generate such reports?. Number of responses: 8 responses.  
Figure 14: Screenshot of Question 14 and Graph of Response from Club Leader

The pie chart in Figure 8 illustrates how club leaders would feel if the system did not have the ability to generate activity and financial reports. Among the 8 respondents, the majority (50%) would be “Very frustrated” without this feature. While 37.5% of the responses were “Somewhat disappointed” and 12.5% were “Neutral”. No respondents selected “Somewhat relieved” and “Very satisfied”.These responses suggest that this feature is considered a critical feature that would likely lead to dissatisfaction.

#### 2.2.2.2. Student

Forms response chart. Question title: Question 1:

How would you feel if you could search all clubs at MMU and view their profiles in one place?. Number of responses: 23 responses.  
Figure 15: Screenshot of Question 15 and Graph of Response from Student

Based on the pie chart on Figure 15, A strong majority of respondents (69.6%) reported being “Very excited” about this feature, while 17.4% selected “Somewhat excited” and 13% were “Neutral.” This overwhelmingly positive response indicates that the ability to search and view all clubs centrally is an attractive feature that would significantly enhance user engagement with the system.

Forms response chart. Question title: Question 2:

How would you feel if you could not search any clubs in MMU and view their profiles?. Number of responses: 23 responses.  
Figure 16: Screenshot of Question 16 and Graph of Response from Student

Based on the pie chart on Figure 16, This question measured the negative side of the same feature. A combined 82.6% of participants would be either “Very frustrated” (39.1%) or “Somewhat disappointed” (43.5%) without it. Only 17.4% selected “Neutral.” These results confirm that this feature is not only desired but also expected by users, making it a must-be requirement in the system.

Forms response chart. Question title: Question 3:
How would you feel if you could instantly join or leave a club through the system?
. Number of responses: 23 responses.  
Figure 17: Screenshot of Question 15 and Graph of Response from Student

Based on the pie chart on Figure 17, More than half of the respondents (52.2%) would be “Very excited,” with an additional 21.7% “Somewhat excited.” Only 8.7% were “Not really interested,” and 17.4% were “Neutral.” These results suggest this is a one-dimensional or performance feature: the better it works, the more satisfied users become.

Forms response chart. Question title: Question 4:
How would you feel if you could not instantly join or leave a club through the system?. Number of responses: 23 responses.  
Figure 18: Screenshot of Question 18 and Graph of Response from Student

Based on the pie chart on Figure 18, An equal number of users (34.8%) selected “Very frustrated” and “Somewhat disappointed,” while 30.4% were “Neutral.” This split implies that while the feature is important, it may not yet be universally expected. It can be classified as a performance feature trending toward a must-be feature as user expectations grow.

Forms response chart. Question title: Question 5:
How would you feel if you could RSVP to club events directly through the system?. Number of responses: 23 responses.  
Figure 19: Screenshot of Question 19 and Graph of Response from Student

Based on the pie chart on Figure 19, A majority of 56.5% would be “Very excited,” with another 39.1% “Somewhat excited.” Only 4.3% indicated disinterest. This clearly highlights RSVP functionality as a highly attractive and expected feature in any event-oriented system.

Forms response chart. Question title: Question 6:
How would you feel if you couldn’t RSVP to any club events online?. Number of responses: 23 responses.  
Figure 20: Screenshot of Question 20 and Graph of Response from Student

Based on the pie chart on Figure 20, The majority (60.9%) of respondents would be “Very frustrated” and 17.4% “Somewhat disappointed.” This reflects a high reliance on this feature. As no respondent reported being “Somewhat relieved” or “Very satisfied,” the RSVP option emerges as a **must-have capability** for a seamless club experience.

Forms response chart. Question title: Question 7:

How would you feel if you received timely updates and announcements from clubs you joined?. Number of responses: 23 responses.  
Figure 21: Screenshot of Question 21 and Graph of Response from Student

Based on the pie chart on Figure 7, A combined 87% of respondents were “Very excited” (52.2%) or “Somewhat excited” (34.8%). The rest were “Neutral” (13%). This feature can be classified as an excitement or performance feature, contributing significantly to user satisfaction.

Forms response chart. Question title: Question 8:

How would you feel if you never received any updates or notifications from your clubs?. Number of responses: 23 responses.  
Figure 22: Screenshot of Question 22 and Graph of Response from Student

Based on the pie chart on Figure 22, More than half of users (56.5%) would be “Very frustrated” if this feature was absent, with 26.1% “Somewhat disappointed.” These scores emphasize that timely updates are expected features whose absence results in dissatisfaction.  
Forms response chart. Question title: Question 9:
How would you feel if you could leave feedback or rate events after attending them?. Number of responses: 23 responses.  
Figure 23: Screenshot of Question 23 and Graph of Response from Student

Based on the pie chart on Figure 23, Over half of the respondents (52.2%) said they would be “Very excited,” with an additional 30.4% “Somewhat excited.” This feedback feature appears to be an attractive or delightful feature, particularly for users who value post-event interaction.

Forms response chart. Question title: Question 10:
How would you feel if there was no option to share feedback or rate any events?. Number of responses: 23 responses.  
Figure 24: Screenshot of Question 24 and Graph of Response from Student

Based on the pie chart on Figure 24, The majority (43.5%) would be “Very frustrated,” while 30.4% would be “Somewhat disappointed.” Only 26.1% were “Neutral.” These results indicate that while not universally essential, the absence of feedback features negatively affects user experience, positioning it as a performance feature with growing expectations.

The results from this questionnaire will be categorized using the Kano model.

## 2.3 Brainstorming

### 2.3.1. Session Overview

Date: 13/05/2025

Time: 8:30pm – 9:25pm

Duration: 55 minutes

Platform: Figma and teams

Facilitator (Moderator): Adriana

Minute-Taker: Amirah

Topic: Identify additional features not captured through observation or questionnaire

### 2.3.2. Brainstorming Rules Presented

1. Quantity over quality.

2. Free association and visionary thinking are encouraged.

3. Building on others’ ideas is welcomed.

4. No criticism of ideas.

5. Questions for clarification are allowed.

6. Long pauses are okay; the moderator will stimulate discussion.

7. Session ends naturally after an idea flows slowly.

### 2.3.3. Collected Ideas / Attachment

A screenshot of a computer screen

AI-generated content may be incorrect.  
Figure 25: Brainstorming Screenshot

### 2.3.4. Idea Categorization

#### 2.3.4.1. Usable Ideas

Table 4: Usable ideas from brainstorming

|  |  |  |
| --- | --- | --- |
| **Idea** | **Kano Label** | **Status** |
| Finance dashboard | Satisfier | Approved |
| Exportable financial report (PDF/Excel) | Satisfier | Approved |
| Budget alerts (overspending or pending approvals) | Dissatisfier | Approved |
| Booking by activity type | Satisfier | Approved |
| Venue usage history per club | Satisfier | Approved |
| Venue availability calendar | Satisfier | Approved |
| New club announcement | Satisfier | Approved |
| Event reminders (e.g., inactive members) | Satisfier | Approved |
| Push notifications | Delighter | Approved |
| Notification after event approval | Dissatisfier | Approved |
| Live polls / Q&A session | Delighter | Approved |
| Saved events | Satisfier | Approved |
| Event calendar view | Satisfier | Approved |
| Public/private event visibility | Satisfier | Approved |
| Co-hosting events within same unit | Delighter | Approved |
| Monthly summary email (activity + budget) | Delighter | Approved |
| Notification sound customization | Delighter | Approved |
| Member list with role filtering | Dissatisfier | Approved |
| Online club registration form | Dissatisfier | Approved |

#### 2.3.4.2. Usable Ideas

Table 5: Ideas to be decided from brainstorming

|  |  |  |
| --- | --- | --- |
| **Idea** | **Kano Label** | **Status** |
| Full student info imports from university database | Delighter | Policy-dependent |
| Map-based venue selection tool | Delighter | Needs evaluation |
| Digital membership card with QR | Delighter | UX + privacy review |

#### 2.3.4.3. Unusable Ideas

Table 6: Unusable ideas from brainstorming

|  |  |  |
| --- | --- | --- |
| Idea | Kano Label | Status |
| Auto-approval of venue request without admin check | Not usable | Rejected |
| Real-time sync with club bank accounts | Not usable | Rejected (security) |
| Live chat between members | Not usable | Rejected (redundant) |
| Group chat between high committee | Not usable | Rejected (redundant) |
| Public RSVP from people outside university | Not usable | Rejected (security) |

# 3.Kano Feature Classification

# 3.1 Kano Feature Classification (Based on Observation Only)

Table 7: Kano Classification for Observation

|  |  |
| --- | --- |
| **Kano Category** | **Features** |
| **Dissatisfiers** | Member management, Event creation and editing, RSVP, Notifications and announcements, Upload documents |
| **Satisfiers** | Budget tracking and status, Venue booking, Role-based access control, Reports of activity and financial, Automated Renewals & Invoicing, Email List Integration |
| **Delighters** | Event location with map, View upcoming or past events, Feedback Collection and ratings, Auditing of logs and transactions, Mobile-friendly UI, Self-service Member Portals, Third-party Integration Capability, Simple, Intuitive User Interface |

# 3.2. Kano Feature Classification (Based on Questionnaire Only)

Table 8: Kano Classification for Questionnaire

|  |  |
| --- | --- |
| **Kano Category** | **Features** |
| **Dissatisfiers** | Notifications |
| **Satisfiers** | Manage Club Member, Upload Event Documents (Itinerary, Posters), Submit Event Proposals, Venue Booking (Real-Time), Submit Budget & Track Spending, Club Search/View, Join/Leave Club, RSVP, |
| **Delighters** | Send Event Invitations & Announcements, Generate Financial/Activity Reports, Feedback/rating, Club suggestions, Group chat, Complaint forum |

# 3.3. Kano Feature Classification (Based on Brainstorming Only)

Table 9: Kano Classification for Brainstorming

|  |  |
| --- | --- |
| **Kano Category** | **Features** |
| **Dissatisfiers** | Budget alerts, Notification for event approval, Member list with role filtering, Online club registration form |
| **Satisfiers** | Finance dashboard, Exportable financial report, booking by activity type, Venue usage history per club, Venue availability calendar, new club announcement, Event reminders, saved events, Event calendar view, Public/private event visibility |
| **Delighters** | Push notification, Co-hosting event with same unit, Monthly summary email, Notification sound customization |

# 3.4. Final Kano Feature Classification (Combined)

This table combines all findings from the observation, questionnaire, and brainstorming assistance technique.

Table 10: Final Kano Classification

|  |  |
| --- | --- |
| **Kano Category** | **Features** |
| **Dissatisfiers** | Member management, Event creation and editing, RSVP, Receive notifications and announcements, Upload documents, Join/Leave Club, Club Search/View, Online club registration form, Member list with role filtering |
| **Satisfiers** | Venue booking, Role-based access control, Submit budget & track spending, Submit event proposals |
| **Delighters** | Feedback/rating, View upcoming or past events, Send event invitations & announcements, Generate reports, Complaint forum |

The use of four separate classification tables—observation, questionnaire, brainstorming, and final combined—was intentional to demonstrate the evolution of feature discovery and categorization. Each technique revealed a different perspective on user expectations, allowing the team to make well-informed design decisions. Observation helped align with industry standards, questionnaires captured actual user needs, brainstorming exposed creative opportunities, and the final table synthesized these insights into a well-rounded requirement set.

By strategically incorporating features across all Kano categories, the system ensures that must-have functionalities are in place, key satisfaction drivers are prioritized, and delighters are introduced to exceed expectations. This balanced approach contributes to a user-centered, efficient, and forward-looking student club management platform.