**Nonfunctional Requirements**

1. **Look and Feel Requirements**
2. **Appearance Requirements**

* The website will obtain information representing the college such as college colors and the logo from the college registrar.
* The website will primarily be a text based document.
* Guests or outside groups will enjoy the same user interface as college faculty and staff.
* The requirement gathering procedure and designers will ensure that the website’s appearance adheres to the client’s vision for the final product.

1. **Style Requirements**

* The product should have a neutral and inviting mood.
* The product should influence potential college faculty or guests to schedule a room reservation.
* The website will focus on the process of reserving rooms. The design of the website will not direct the user’s attention to any other phenomenon.
* The client’s specific requirements of the website might not be met within the first requirements gathering meeting. This is because a broader perspective is obtained during the initial meeting. Subsequent communication with the client will clarify further detailed requirements and design refinement.
* Fit Criterion:

The website will attempt to gain 100% of all potential user’s attention during their first room reservation experience via the website.

1. **Usability and Humanity Requirements**
2. **Ease of Use Requirements**

* The website will provide options for increasing and/or decreasing the font size. This is independent of the functionality which various modern internet browsers offer to alter font size. The location of the font size modification option will be strategically placed in the website so that it will be clearly visible to all potential users. This may aid potential users with special visual needs. Placement of the location font modification option will be discussed with the client during a future communication.
* The website will provide options for converting webpage text to speech. This will also be independent of the option which certain modern internet browsers offer for ‘text to speech’ functionality. The website will provide an initial alert window before the webpage begins to read the text out loud. Placement of the location font modification option will be discussed with the client during a future communication.
* The website will ensure that minimal cognitive memory from the user’s part will be required to remember steps and functions within the website. The website will be addressing a diverse age range. Hence, simple, step by step instructions will be provided if a complex task is entailed, if any.
* The website will allow very few to no errors when it comes to navigating through webpages and especially during the room reservation process. A confirmatory window will be displayed to ensure that the correct room (room number, room location, room functionality, such as a SmartLab, room with different types of technology, such as one with a projector), number of rooms, date and time, and cost of reservation are verified. This window will be displayed before the final transaction completion window.
* The website will provide instructions and feedback to the user throughout the room reservation process. This will be achieved by:

1. A tiny button with a question mark sign ‘?’ will be found next to all crucial steps of the room reservation process. On clicking the ‘?’ button, the user will be displayed a pop-up window with a brief, lucid explanation describing the step. The explanation will be complete with an example.
2. A detailed Frequently Asked Questions (FAQ) webpage will be present in the Help section of the website. The FAQ webpage will provide answers to commonly asked questions. Also, solutions to non-technical questions which may arise during the quality assurance testing phase of the website will also be reported in the FAQ section before the final release of the website.

* Fit Criterion: 90% of all potential website users shall be able to successfully reserve the desired number of rooms according to their room reservation requirements.

1. **Learning Requirements:**
   * The website should have a user interface which is equally easy to use for both college faculty and guests.
   * The website will allow for successfully completing the room reservation process by potential user’s in accordance with the client’s expected learning curve time frame ranging between 0 seconds to 5 minutes.
   * Fit Criterion:
2. 100% of individuals who belong to the college and/or individuals who are familiar with the college website’s user interface should successfully complete the room reservation process within 3 – 5 minutes before contacting the webmaster for help.
3. 100% of individuals who are not familiar with the college website’s user interface should successfully complete the room reservation process within 8 – 15 minutes before contacting the webmaster for help.
4. **Understandability and Politeness Requirements**
   * The website will be designed in a way which mimics the user interface of the college website.
   * The website’s design may be altered to a more widely-acceptable website design given the client’s permission, if the development team jointly conclude that the college website’s functionality is difficult to comprehend by the general public. This will also be reviewed during the quality assurance phase post website development.
   * The website’s design will ensure that focus is laid on its core purpose: the room reservation process. Methods such as highlighting the reservation process heading title on the initial page and providing headings on every subsequent webpage can help realize this purpose.
   * The website will have no webpage elements providing functionality other than addressing the client’s requirements. For example, there will be no local news, weather, events widgets present.
   * No aspect of the website’s internal framework will be displayed to the user. This will include programming code which may be displayed in the description section of a Google Search below the title of the search.
5. **Accessibility Requirements**
   * The website will provide functionality within webpages to adjust font text size for potential users who may require visual aids.
   * Users who are visually impaired may require external assistance and/or the use of the ‘text to speech’ function. The ‘text to speech’ functionality has been discussed in the ‘Usability and humanity requirements’.
   * Users with learning disabilities may require external assistance and/or any of the previously discussed options. These factors may increase the website’s functionality learning curve.
   * The client would like ensure that the website will allow users from both the college and guests, with or without disabilities to reserve rooms with equal ease.
6. **Performance Requirements**
7. **Speed and Latency Requirements**

* The website will follow the client’s vision of the project and implement a predominantly text based interface. Excess use of multimedia elements may contribute to webpage navigation latency and hence will be avoided.
* Fit Criterion:

1. The website will ensure that room reservations will be displayed in real time. Hence, internal webpage refresh functionality will be a requirement.
2. The website will ensure that no additional internal processes will occur during the monetary transaction processing time on the reservation finalization webpage.
3. **Reliability and Availability Requirements**

* The website should be available for reserving rooms 24 hours a day, 365 days a year, except the first Sunday of each month between 8 – 10 am. The acceptance of this time slot will be discussed with the client in a future communication.
* If an error is reported by a user via the error report form, the website will immediately notify the webmaster. The development team will attempt to resolve the issue as soon as possible.
* The development team will follow the guidelines provided by the college IT department regarding maximum webpage down time as the website will be hosted by the college.
* The website will undergo exhaustive quality assurance testing prior to the launch of the website to rule out a predominant percentage of errors. At the same time, the website does not constitute a high-value project and hence availability of support staff 24 hours, 7 days a week is not feasible.

1. **Capacity Requirements**

* The website can host 50 users navigating its webpages at the same time between 4 – 9pm on Friday and Sunday evenings.
* Fit Criterion:

The website should ensure that if a specific room is reserved at the same time by more than one user, priority will be given to individuals associated to the college first, and then guests. Within the college domain, professors will be given higher priority before other college staff.

1. **Maintainability Requirements**

* Website maintenance checks will be conducted on the first Sunday of each month between 8 – 9.30 am. The acceptance of this time slot will be discussed with the client in a future communication.
* The development team will discuss the possibility of sending a non-technical report to the client every time an error on the website is detected and resolved. This will be discussed in an upcoming client-development team briefing.

1. **Security Requirements**
2. **Access Requirements**

* The website will afford the same level of security measures as that of the college website as the former will be hosted on the college website’s domain.
* The website will display a Terms and Conditions webpage in the About section, the contents of which would be decided upon by college authorities.
* In the unforeseen event of a criminal activity, the website will provide a notification stating that responsibility was taken by the individual who reserved the room.
* Fit Criterion:

1. The website will ensure that the individuals, employed by the college with existing login details will use the same login information to access information for room reservations.
2. The website will allow guests and outside groups to create non-academic login accounts for finalizing a room reservation.
3. **Privacy Requirements**

* The website would not share user information, in any circumstances with any party other than those designated by the client.
* The website will use the technology and guidelines afforded through the college’s cyber security system for storing private data, which may include information regarding monetary transactions, bank account information and/or credit card details.

The website’s development team will obtain their motivation to create, design and deliver a website which meets the specific requirements provided via the requirements gathering process and eventually help realize the client’s vision for the project.