1. Introduction

– What is the Kano Model?

Must-be (Basic Needs): Absence causes dissatisfaction, but presence is expected.

One-dimensional (Performance Needs): Satisfaction scales with functionality/quality.

Attractive (Delighters): Unexpected features that boost satisfaction.

Indifferent: Features users don't care about or actively dislike

2. Kano Categories Overview

Category	**Definition**
Must-be	Basic expectations. If missing, user is dissatisfied.
One-dimensional	More = better. Directly impacts satisfaction.
Attractive (Delighter)	Unexpected but delightful features. Increases satisfaction when present.
Indifferent	User doesn't care either way.

3. Requirement Classification Table

Feature	Description	Stakeholder	Category	Elicitation Method
Real-time parking data	Shows available accessible parking lots	Students	One-dimensional	Interview
Construction alerts	Notifies about blocked accessible paths.	Faculty/Staff	Must-be	Survey
Event-specific accommodations	Guides to temporary ramps at event locations.	Event Attendees	Attractive	Focus Group
Crowd density indicators	Highlights congested areas to avoid	Visitors	Attractive	Observation

4. Justification and Insights

Real-time parking data: Helps with decision-making; more accurate info means higher user satisfaction → **One-dimensional**.

Accessible route planning: Essential for users with disabilities. Absence causes major dissatisfaction → **Must-be**.

Elevator outage alerts: Directly affects mobility-impaired users → **Must-be**.

Event integration: Adds utility by avoiding blockages during events → **One-dimensional**.

AR wayfinding: Cool feature, but not expected. Makes the system feel high-tech → **Attractive**.

Dark mode: Nice for aesthetics but doesn't impact navigation → **Indifferent**.

Brief notes explaining classification rationale.

5. Summary & Priority Discussion

Optional bar chart or pie chart of requirement types.