# **1.Introduction**

This plan outlines the elicitation of requirements for the Campus Accessibility Navigation System based on accessible route planning with facility updates and event notices. Elicitation will utilize Observation and Brainstorming techniques under the guidance of the Kano Model for user satisfaction order of priority.

# **2. Elicitation Goals**

* Understand users with disabilities who navigate around the campus
* Recognize barriers in current accessibility infrastructure (e.g., broken elevators, paths closed)
* Discover innovative accessibility features that enrich student life
* Categorize needs as Dissatisfiers, Satisfiers or Delighters

# **3. Elicitation Techniques**

| **Technique** | **Description** | **Justification** |
| --- | --- | --- |
| **Observation** | Study differently abled students' and employees' mobility patterns on campus | Reveals real problems and insufficient infrastructure (Dissatisfiers) |
| **Brainstorming** | Engages users, accessibility officers, and students to generate accessible concepts | Leverages delighters and creative features (e.g., vibration feedback, mapping intelligence) |

# **4. Stakeholders and Participants**

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| --- | --- |
| **Stakeholder** | **Role** |
| Students with mobility needs is being developed | Primary users for whom the app |
| Accessibility Services Staff | Offer domain experience and feedback |
| Campus Maintenance Team | Know facilities problems (e.g., elevator outages) |
| Event Organizers | Input on venue setup and accommodations |
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|  |  |

# **5. Schedule and Resources**

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| --- | --- | --- |
| **Week** | **Activity** | **Resources Needed** |
| Week 6 | Observe accessibility routes during peak hours | Campus map, photo |
| Week 7 | Brainstorming with students using accessibility features | MS Teams |
| Week 8 | Classify and document requirements in Word | GitHub, Word |

# **6. Risk and Mitigation**

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| --- | --- |
| **Risk** | **Mitigation** |
| Limited access to diverse disability groups | Coordinate with student disability office for participants |
| Incomplete route coverage during observation | Conduct multiple sessions across different buildings |
| suggestions during brainstorming | Use visual prompts, maps, and real-case scenarios |