

1. Elicitation technique: Interview

Interview 1

Stakeholder Details:	Lecturers of Multimedia University Student
Date and Time:	15/5/2025
Interviewers:	Suzannah Pancer, Iman Nadhirah

Agenda 1

Lecturer: Mr. Deepak Kumar

No.	Question	Response
1.	How important is it for you to log in quickly and securely to access the academic portal?	Quick and secure login is important to ensure smooth access to teaching tools and student data, which supports efficiency in handling daily academic tasks.
2.	What challenges do you currently face when uploading student grades, and how would a grade upload feature help you?	Although I prefer manual methods, an efficient grade upload feature would reduce manual effort, improve consistency, and simplify the grading process, especially when handling large numbers of students.
3.	How would you feel about a system that confirms and saves each grade you upload automatically?	A system that automatically confirms and saves grades would be helpful in minimizing errors and ensuring that no data is lost during entry, which adds reliability to the grading process.
4.	How do you currently mark attendance, and would a digital attendance tracker improve your efficiency?	Attendance is currently taken manually during class, with flexibility for absences based on valid student explanations. I acknowledge that a digital attendance tracker would improve efficiency, even though they still prefer manual observation for personal engagement.
5.	Would it be helpful if the system allowed you to view, edit, and monitor attendance records over time?	Yes, the ability to view, edit, and track attendance records digitally would support better monitoring and make it easier to manage exceptions or identify patterns in student attendance.
6.	How useful would it be to post announcements or class updates in one place where all students can see them?	A centralized platform for announcements would be useful to ensure that all students receive updates consistently and in a timely manner, supporting better communication.
7.	Do you think receiving a	Yes, receiving such notifications would be beneficial for tracking

	notification when students view or respond to announcements would be beneficial?	student responsiveness and ensuring that important information is being read and acknowledged.
8.	How often do you refer to the academic calendar, and how important is it for you to have it integrated into your dashboard?	Integration of the academic calendar into the dashboard would be valuable for keeping track of schedules and aligning class activities with institutional deadlines.
9.	Would you find it valuable if the system alerted you about upcoming deadlines, like grade submissions or exam dates?	Yes, alerts for upcoming deadlines would be very helpful in managing time-sensitive academic tasks and avoiding last-minute pressure.
10.	How helpful would it be if the system could show an overview of each student's performance, including grades and attendance?	This feature would definitely be helpful. While I rely heavily on personal observation and judgment in class, having a centralized performance overview would support better tracking and offer additional insight into student progress.

Interview 2

Stakeholder Details:	Lecturers of Multimedia University Student
Date and Time:	15/5/2025
Interviewers:	Suzannah Pancer, Iman Nadhirah

Agenda 2

Lecturer: Dr. Kairulanuar Bin Ab Kadir

No.	Question	Response
1.	How important is it for you to log in quickly and securely to access the academic portal?	Quick and secure login is important for accessing the system efficiently, especially when managing large numbers of students and time-sensitive tasks like grade submissions and attendance tracking.
2.	What challenges do you currently face when uploading student grades, and how would a grade upload feature help you?	I face significant challenges due to the large volume of students (sometimes 800–1000) and numerous assessments such as quizzes, tests, and projects. It becomes time-consuming and tedious to upload multiple components manually. There's also difficulty in ensuring consistency across different lecturers, with no automated alerts if discrepancies arise in grading. A well-designed grade upload feature could streamline the process, offer validation or alerts for inconsistencies, and reduce errors before final submission to the examination unit.
3.	How would you feel about a system that confirms and saves each grade you upload automatically?	This would be highly beneficial. Having a confirmation system that flags potential issues before submission—especially when working with other lecturers—would reduce human errors and prevent issues during the review by the examination unit.
4.	How do you currently mark attendance, and would a digital attendance tracker improve your efficiency?	Previously, attendance was taken manually (calling names), and later using QR codes. The lecturer agrees that a digital tracker would improve efficiency, especially since MMU is already working with system developers to enhance the credit-based system. Digital tracking would also make the process faster and more organized.
5.	Would it be helpful if the system allowed you to view, edit, and monitor attendance records over time?	Yes, having a history of attendance records would be helpful to evaluate patterns or identify students with poor attendance. It would also support more data-driven interventions if integrated properly.
6.	How useful would it be to post announcements or class updates in one place where	Centralized announcement posting is implied to be useful as I discussed integrating multiple student engagement and communication functions within the portal.

	all students can see them?	
7.	Do you think receiving a notification when students view or respond to announcements would be beneficial?	Usually I monitor student engagement through the system. Therefore, having such a feature would be considered useful for tracking responsiveness and encouraging accountability among students.
8.	How often do you refer to the academic calendar, and how important is it for you to have it integrated into your dashboard?	Time pressure was mentioned as a key challenge—especially during grading periods—so having academic deadlines and the calendar integrated into the dashboard would help in better planning and time management.
9.	Would you find it valuable if the system alerted you about upcoming deadlines, like grade submissions or exam dates?	Absolutely. As I have mentioned the tight timeframes for marking exams, especially when exam schedules fall near the end of the semester. System alerts would help ensure that deadlines are met without last-minute stress.
10.	How helpful would it be if the system could show an overview of each student's performance, including grades and attendance?	Very helpful. I strongly support this idea, suggesting features like visual progress tracking (e.g., graphs over semesters), predictive analytics, and data-driven feedback. They also proposed using such data for early intervention or even AI-based predictions of future performance. This level of detail would allow lecturers to analyze trends and offer more tailored academic support.

Interview 3

Stakeholder Details:	Administrator of Multimedia University Student Association Department
Date and Time:	15/5/2025
Interviewers:	Phartiban , Natasha Adilyn

Agenda 2

Admin: Mr Zaki Syahmi Bin Zulkifli

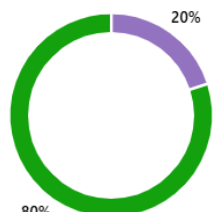
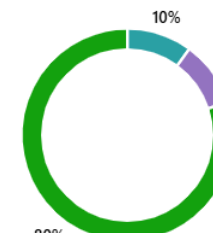
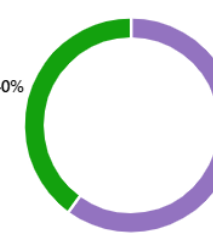
No.	Question	Response
1.	How should user roles (student, lecturer, admin, parent) be managed and provisioned in the system?	User roles should be provided based on verified student and staff records in the CMS. Role creation should be automated through syncing with CMS where students, lecturers, and parents are auto-assigned their roles upon registration. On the other part, admin roles should be manually assigned with strict approval

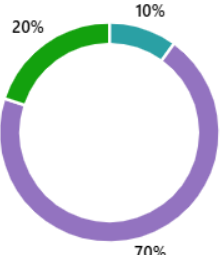
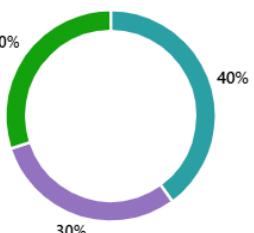
		workflows.
2.	How should the University Communication and Service Portal integrate with existing systems such as the Campus Management System (CLiC), LMS, and SMS gateway?	Integrating with CLiC is really crucial for syncing data such as grades, attendance, and fee records. For the LMS or eBwise in our case, it should pull the assignment statuses and push grades. Also, SMS gateway should be connected to the portal to trigger alerts for low attendance, overdue payments and other announcements.
3.	How often should backups be performed, and where should they be stored?	Backups should be performed daily for critical databases like user data and academic records. We are looking forward to both on-site and cloud-based backups where a copy of backup is stored on MMU's internal backup server and is also pushed to secure cloud location something like AWS S3 with encryption.
4.	What are the most common support requests or issues reported by users today?	The most common issues reported by users are mostly on attendance records and notification delivery problems. Occasionally, we get parent inquiries about login issues or problems in fee info.
5.	Should the portal be optimized for mobile use? If yes, what devices are most commonly used?	It would be better if the portal is optimized for mobile use as the majority of students and lecturers use mobile phones to access systems. Android smartphone devices are the most commonly used based on our findings, followed by iPhones. The UI should be responsive especially for functions like viewing announcements, checking schedules, submitting feedbacks and so on.
6.	Should students be able to submit complaints or feedback through the portal?	Yes, sure. This feature is useful for both students and admin side, which is us so that the raised feedback or complaints can be routed to the relevant department or admin. This is important as we can improvise the system in future which also involves the benefit of transparency and faster issue resolution.
7.	What specific information or tasks should each user type (student, lecturer, parent, admin) be able to access or perform?	In terms of specific information or tasks each user should be able to access or perform, it might be that first of all, let's go for the students' side. Students should be able to view grades, attendance, announcements, pay fees, submit coursework and feedback. On the other side, parents should be given access to view a child's grades and fee status, get alerts, and optionally view timetables. Moving on to lecturers, they should be able to upload grades, mark attendance, post class updates, manage assignments. Finally, admins should have the access to manage accounts, handle integrations, send announcements, control permissions, and respond to helpdesk tickets.
8.	What level of user management and permissions control is required?	It should be role-based at a minimum, with the ability to assign custom permissions for sub-roles such as department-level admins. Certain functions like announcements or user deletion should only be allowed by system admins.

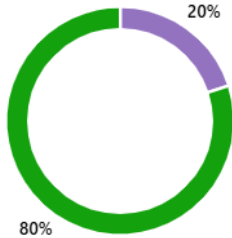
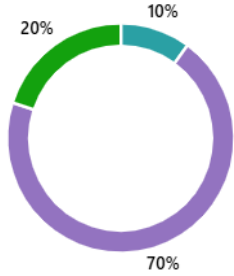
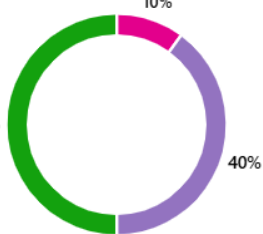
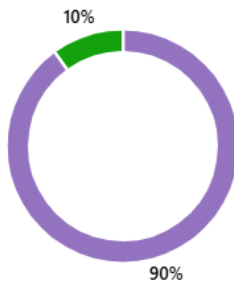
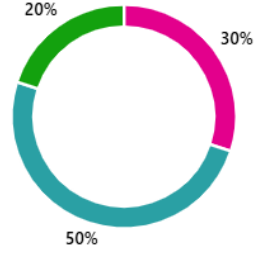
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1. Elicitation Technique : Questionnaire

Stakeholder Details:	Parents of Multimedia University Student
Date:	10/5/2025 - 18/5/2025
Interviewers:	Iman Nadhirah

No.	Question	Response						
1.	How important is it for you to be able to view your child's academic grades through the portal?	<div><div><div>● Not important</div><div>0</div></div><div><div>● Slightly Important</div><div>0</div></div><div><div>● Moderately Important</div><div>0</div></div><div><div>● Very Important</div><div>2</div></div><div><div>● Extremely Important</div><div>8</div></div></div> <div><table><tr><td>Extremely Important</td><td>80%</td></tr><tr><td>Very Important</td><td>20%</td></tr></table></div>	Extremely Important	80%	Very Important	20%		
Extremely Important	80%							
Very Important	20%							
2.	How important is it for you to be able to see your child's attendance records?	<div><div><div>● Not important</div><div>0</div></div><div><div>● Slightly Important</div><div>0</div></div><div><div>● Moderately Important</div><div>1</div></div><div><div>● Very Important</div><div>1</div></div><div><div>● Extremely Important</div><div>8</div></div></div> <div><table><tr><td>Extremely Important</td><td>80%</td></tr><tr><td>Moderately Important</td><td>10%</td></tr><tr><td>Very Important</td><td>10%</td></tr></table></div>	Extremely Important	80%	Moderately Important	10%	Very Important	10%
Extremely Important	80%							
Moderately Important	10%							
Very Important	10%							
3.	How important is it for you to receive SMS alerts if your child has low attendance?	<div><div><div>● Not important</div><div>0</div></div><div><div>● Slightly Important</div><div>0</div></div><div><div>● Moderately Important</div><div>0</div></div><div><div>● Very Important</div><div>6</div></div><div><div>● Extremely Important</div><div>4</div></div></div> <div><table><tr><td>Very Important</td><td>60%</td></tr><tr><td>Extremely Important</td><td>40%</td></tr></table></div>	Very Important	60%	Extremely Important	40%		
Very Important	60%							
Extremely Important	40%							

4.	How important is it to receive SMS reminders when tuition fees are due or unpaid?	<ul style="list-style-type: none"> Not important 0 Slightly Important 0 Moderately Important 0 Very Important 2 Extremely Important 8 
5.	How important is it to have a dashboard that shows your child's academic performance clearly in one place?	<ul style="list-style-type: none"> Not important 0 Slightly Important 0 Moderately Important 1 Very Important 7 Extremely Important 2 
6.	How important is it for you to receive notifications when your child's grades are uploaded or updated?	<ul style="list-style-type: none"> Not important 0 Slightly Important 0 Moderately Important 0 Very Important 8 Extremely Important 2 
7.	How important is it for you to view your child's class schedule or timetable through the portal?	<ul style="list-style-type: none"> Not important 0 Slightly Important 0 Moderately Important 2 Very Important 7 Extremely Important 1 
8.	How important is it for the portal to also send updates and alerts via email in addition to SMS?	<ul style="list-style-type: none"> Not important 0 Slightly Important 0 Moderately Important 4 Very Important 3 Extremely Important 3 

9.	How important is it for the portal to have a secure and private login for accessing your child's information?	<ul style="list-style-type: none"> Not important 0 Slightly Important 0 Moderately Important 0 Very Important 2 Extremely Important 8 
10.	How important is it for the portal to work well on mobile phones or tablets?	<ul style="list-style-type: none"> Not important 0 Slightly Important 0 Moderately Important 1 Very Important 7 Extremely Important 2 
11.	How important is it for you to have access to payment status and history for tuition and other fees?	<ul style="list-style-type: none"> Not important 0 Slightly Important 1 Moderately Important 0 Very Important 4 Extremely Important 5 
12.	How important is it to receive reminders about key academic deadlines (e.g., registration, exam dates)?	<ul style="list-style-type: none"> Not important 0 Slightly Important 0 Moderately Important 0 Very Important 9 Extremely Important 1 
13.	How important is it to receive alerts when your child registers for or drops a course?	<ul style="list-style-type: none"> Not important 0 Slightly Important 3 Moderately Important 5 Very Important 0 Extremely Important 2 



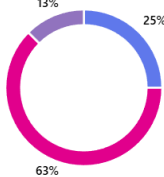
1. Elicitation technique: Interview



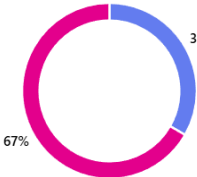
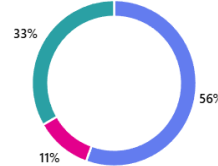
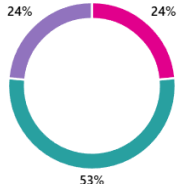
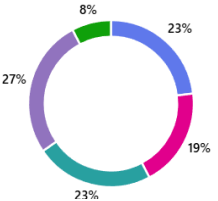
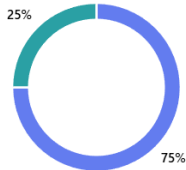
Survey

Stakeholder Details:	Students of Multimedia University
Date and Time:	14/5/2025
Interviewers:	Nurul Natasha Adilyn

Agenda

No.	Question	Response
1.	How do you currently access these following information? -Grades and Academic Performance - Attendance and Class Schedule -Tuition Fee information and Payments -Meeting or Consultation Hours -Notifications or Announcements from Lecturers	<ul style="list-style-type: none"> Click Ebwise Email Manually
2.	Are you satisfied with the current process for accessing those information?	<ul style="list-style-type: none"> Very satisfied 0 Satisfied 4 Neutral 5 Dissatisfied 0 Very dissatisfied 0

3.	Which platform do you find most convenient for accessing university services and information?	<ul style="list-style-type: none"> University Website 2 Campus Management system (CLIC) 5 Physical Administration Office 0 Other 1 
4.	Which of the following features would you like to have in the portal?	<ul style="list-style-type: none"> View grades and academic performances 9 Check attendance and class schedules 9 Course registration 6 Tuition fee payment and history 7 SMS alerts for low attendance or unpaid fees 7 Real time notification for updates 8 
5.	How important is it for the portal to have a User-Friendly interface?	<p>4.44 Average Rating</p> <p>★★★★☆</p> <ul style="list-style-type: none"> Level 5 7 Level 4 0 Level 3 1 Level 2 1 Level 1 0
6.	How important is it for the portal to have Data Accuracy	<p>4.44 Average Rating</p> <p>★★★★☆</p> <ul style="list-style-type: none"> Level 5 7 Level 4 0 Level 3 1 Level 2 1 Level 1 0
7.	How important is it for the portal to be Mobile Friendly	<p>4.22 Average Rating</p> <p>★★★★☆</p> <ul style="list-style-type: none"> Level 5 5 Level 4 2 Level 3 1 Level 2 1 Level 1 0
8.	How important is it for the portal to have Fast Loading Speed	<p>4.50 Average Rating</p> <p>★★★★☆</p> <ul style="list-style-type: none"> Level 5 6 Level 4 1 Level 3 0 Level 2 1 Level 1 0
9.	How important is it for the portal to be integrated with the Campus Management System	<p>4.50 Average Rating</p> <p>★★★★☆</p> <ul style="list-style-type: none"> Level 5 6 Level 4 1 Level 3 0 Level 2 1 Level 1 0

10.	Would you prefer the portal to be available as:	<ul style="list-style-type: none"> Web Application (browser-based) 1 Mobile Application 0 Both 8 
11.	How often do you experience difficulties in accessing university- related information?	<ul style="list-style-type: none"> Always 0 Occasionally 5 Rarely 4 Never 0 
12.	What device do you primarily use to access university services?	<ul style="list-style-type: none"> Smartphone 3 Laptop 6 Tablet 0 
13.	Which method of authentication would you prefer for secure access?	<ul style="list-style-type: none"> University ID and Password 5 Multi-factor Authentication (MFA) 1 Single Sign-on (SSO) with University Email 3 
14.	How would you like to receive important university notifications?	<ul style="list-style-type: none"> SMS 0 Email 4 In-app notification 9 push notification on mobile 4 
15.	What kind of alerts would you prefer to receive?	<ul style="list-style-type: none"> Low attendance 6 Tuition Fee reminders 5 Exam Schedule updates 6 University Announcements 7 Academic Performances summaries 2 
16.	How frequently do you prefer to receive communication updates?	<ul style="list-style-type: none"> As soon as information is available 6 Once a day 0 Once a week 2 Only for critical updates 0 

17.	In your experience, what gaps exist in the way university information is shared with students?	<p>Responses</p> <p>the portal does not provide notification on information updates</p> <p>Poor real-time updates and no mobile friendly solution is lacking in this case.</p> <p>Central platform issues</p> <p>the limited feature of notification from the university's portal</p> <p>the clic systems lacks user experience as some of the menu or function is hard to navigate. need to have clear sectioning or more simplified interface</p>
18	If you could add one feature to the University Communication and Services Portal, what would it be and why?	<p>Responses</p> <p>in app notification bar</p> <p>List of contacts that students can reach out to and details for any inquiries for services that student can request.</p> <p>My subjects/ course structure or timeline</p> <p>pop up notification on announcement on general and course related information</p> <p>alert feature on email or website that notifies user on university matters</p>