Requirement Elicitation Plan Using the Kano Model

1.0 Purpose of the Plan

This plan outlines the process of gathering and analyzing user requirements for the University Communication and Services Portal using the Kano Model, which helps prioritize features based on user satisfaction.
The Kano model helps classify requirement into:

- Dissatisfier (a must-be requirement) :
    - Features expected by user. Missing one dissatisfier leads to dissatisfaction of the customer

- Satisfier (a one-dimensional customer requirement)
    - Satisfiers positively influence the degree of customer satisfaction. Not fulfilling a satisfier reduces customer satisfaction but to a much lower degree than missing a dissatisfier.

- Delighters (an attractive requirement)
    - Customer are not aware of this requirement or do not expect its realization. Customer satisfaction increases disproportionately, if the system realizes delighter.

2.0 Stakeholder involved

Stakeholder	Role
Students	Primary users who access academic and financial data
Lecturers	Upload grades, mark attendance, manage courses
Parents	Monitor student performance, receive alerts
Admin Staff	Manage system data and operations

3.0 Elicitation Plan Description

To identify and prioritize user requirements for the University Communication and Services Portal, we will use the Kano Model as our framework. This model will help us classify requirements into three key categories: Dissatisfiers (Must-be), Satisfiers (Performance needs), and Delighters (Exciters). To gather relevant data, we have selected two elicitation techniques: interviews and questionnaires.

1. Interviews

   We will conduct physical interviews with lecturers and administrative staff to collect qualitative feedback regarding the previous system and explore their expectations for the new portal. The interview will focus on identifying existing problems, improvements they would like to see, and which features they consider most important.
   Each interview session will take approximately 20 minutes, and the questions will range from 10 to 15, tailored to capture both must-have features and desired improvements based on their role-specific experience.

2. Questionnaire

   To reach a broader user base, we will distribute a Microsoft Form questionnaire targeting students and parents. The goal is to gather their preferences, evaluate the impact of previous features, and understand which functionalities they value the most in a university service portal. The questionnaire will consist of 10 to 20 questions using Likert scales and multiple-choice formats, enabling us to later classify each requirement according to the Kano Model based on frequency and perceived importance.

4.0 Interview

Lecturers

Question:
1. How important is it for you to log in quickly and securely to access the academic portal?
2. What challenges do you currently face when uploading student grades, and how would a grade upload feature help you?
3. How would you feel about a system that confirms and saves each grade you upload automatically?
4. How do you currently mark attendance, and would a digital attendance tracker improve your efficiency?
5. Would it be helpful if the system allowed you to view, edit, and monitor attendance records over time?
6. How useful would it be to post announcements or class updates in one place where all students can see them?

7. How often do you refer to the academic calendar, and how important is it for you to have it integrated into your dashboard?
8. Would you find it valuable if the system alerted you about upcoming deadlines, like grade submissions or exam dates?
9. How helpful would it be if the system could show an overview of each student's performance, including grades and attendance?

Admin

Questions:
1. How should user roles (student, lecturer, admin, parent) be managed and provisioned in the system?
2. How should the University Communication and Service Portal integrate with existing systems such as the Campus Management System (CLiC), LMS, and SMS gateway?
3. How often should backups be performed, and where should they be stored?
4. What are the most common support requests or issues reported by users today?
5. Should the portal be optimized for mobile use? If yes, what devices are most commonly used?
6. Should students be able to submit complaints or feedback through the portal?
7. What specific information or tasks should each user type (student, lecturer, parent, admin) be able to access or perform?
8. What level of user management and permissions control is required?

5.0 Questionnaire

Students

Questions :
1. How do you currently access the following information?
   -Grades and Academic Performance
   - Attendance and Class Schedule
   -Tuition Fee information and Payments
   -Meeting or Consultation Hours
   -Notifications or Announcements from Lecturers
2. Are you satisfied with the current process for accessing that information?
3. Which platform do you find most convenient for accessing university services and information?
4. Which of the following features would you like to have in the portal?
5. How important is it for the portal to have a User-Friendly interface?
6. How important is it for the portal to have Data Accuracy
7. How important is it for the portal to be Mobile Friendly
8. How important is it for the portal to have Fast Loading Speed
9. How important is it for the portal to be integrated with the Campus Management System
10. Would you prefer the portal to be available as:
11. How often do you experience difficulties in accessing university- related information?
12. What device do you primarily use to access university services?

13. Which method of authentication would you prefer for secure access?
14. How would you like to receive important university notifications?
15. What kind of alerts would you prefer to receive?
16. How frequently do you prefer to receive communication updates?
17. In your experience, what gaps exist in the way university information is shared with students?
18. If you could add one feature to the University Communication and Services Portal, what would it be and why?

Parents

Question:

1. How important is it for you to be able to view your child's academic grades through the portal?
2. How important is it for you to be able to see your child's attendance records?
3. How important is it for you to receive SMS alerts if your child has low attendance?
4. How important is it to receive SMS reminders when tuition fees are due or unpaid?
5. How important is it to have a dashboard that shows your child's academic performance clearly in one place?
6. How important is it for you to receive notifications when your child's grades are uploaded or updated?
7. How important is it for you to view your child's class schedule or timetable through the portal?
8. How important is it for the portal to also send updates and alerts via email in addition to SMS?
9. How important is it for the portal to have a secure and private login for accessing your child's information?
10. How important is it for the portal to work well on mobile phones or tablets?
11. How important is it for you to have access to payment status and history for tuition and other fees?
12. How important is it to receive reminders about key academic deadlines (e.g., registration, exam dates)?
13. How important is it to receive alerts when your child registers for or drops a course?
14. How important is it to have the option to choose how you receive alerts (SMS only, email only, or both)?