

# COMP3111/3111H User Requirement Focus Group Interview Meeting

Topic: HKUST Freshmen

Participants:

Team Members: Chan Yee San Samuel, Leung Cheuk Nam, Liu Yan Ho, Fung Yuk Cheung, Lai Yui Fung

Name of Volunteers: Yuen Hin Ching, Lau Yu Tung, Wang Yuen Wa

Date: 10/10/2017

Venue: LG1-363

---

Problems that potential users may face without the chatbot

#	Problems	Remarks
0	(e.g. feeling desperate when no one talk to me)	
1	Unable to find the location of lecture halls, tutorial rooms and professors' office	
2	Having a hard time on SIS system, e.g. how to add, drop or swap a course	
3	Unable to find course websites, especially those do not stick to the default domain	
4	Difficult to determine what courses to take	
5	Forget about important deadlines or events	
6	Hard to plan a good and suitable timetable	
7	Uncertain about the serving hours, prices and food quality of the restaurants at HKUST	
8	Unsure of how to book study room in library and SAO facilities	
9	Unable to predict the arrival time of public transport to UST and consequently always arriving late	
10	Uncertain about which UST Hall is the best to register for, e.g. having the most exciting activity or the best living environment	
11	Uncertain about what kind of societies are available at HKUST and have difficulty in deciding which society to join and participate in	
12	Hard to remember or find the professors' and TAs' emails, offices, and office hours	
13	Troublesome to login to SIS every time to check waiting list status	
14	Difficult to find the corresponding courses provided at HKUST for credit transfer with Non-JUPAS students	

## Functional Requirements:

(Produce a list of requirements based on the communication with the client, please also refer to the initial ideas generated by the Marketing departments)

Features	Address Problem # / Marketing Department Initial Ideas	Approval (by clients / TA)
(e.g.) Say "hi" to the user when the user first type in	0	N
Get user input about current location and destination and attempt to find the shortest path in between and return the ETA to the user	1	Y. ETA is short for?
Provide a brief, concise tutorial on navigating SIS system (maybe a video)	2	no. too much work but too simple programming task
Attempt to help user find course websites based on the courses that user is currently taking (this information is assumed to be asked by chatbot beforehand)	3	Y
Provide some academic advices and the Study Plan given by UST based on the courses that user is currently taking and his/her interested major (these information are assumed to be asked by chatbot beforehand)	4	Y
Notify user when the events or deadlines will show up before N days (N is set by user)	5	Y
Create a timetable assistant to help user schedule their time effectively	6	combined with #5
Provide restaurants recommendation on campus	7	not clear, based on what input?
Redirect the websites for booking library study room and SAO amenities to user	8	Y
Attempt to obtain the estimated arrival time from KMB (and minibus) and return the corresponding result to user	9	Y
Get the hall that the user is interested in and provide the corresponding URL to the hall's website. Also allow user to view and add ratings to each hall's quality in a few criteria, namely living environment and activities	10	Y
Allow user to find out what kind of societies are there at HKUST and their corresponding websites and provide the functionality to add and view ratings of each society	11	combined with #10
Provide a directory enquiry function for user to input the professor's or TA's name and return the corresponding contact information such as email, office location and office hours	12	Y
Ask for the user's SIS login credentials and search for the courses that he is currently in the waiting list. If there are more than one course, prompt the user for the course that he will like to check for the waiting list status	13	Y
Search for the course that the user inputted on the credit transfer database and return the information (course name, course credit, grade requirement) for the course that it can transfer for	14	Y

## Meeting Notes

### Minutes of the Focus Group Interview Meeting

Date: October 10, 2017

Time: 19:00

Place: Library LG1 Room 363

Present:

Team Members: Chan Yee San (Samuel), Leung Cheuk Nam (LCN), Liu Yan Ho (Chris), Fung Yuk Cheung (Paul), Lai Yui Fung (Kevin)

Name of Volunteers: Yuen Hin Ching (Hin), Lau Yu Tung (Tony), Wang Yuen Wa (Jenny)

Absent: None

Recorders: Samuel and LCN

Ref. No.	Issue/Discussion
1.	Samuel introduced each member of the team to the freshmen which are the volunteers in this meeting. Then, he briefly explained what is required of this project to the freshmen and the purpose of this focus group interview meeting.
2.	After every freshman has a good understanding of what is required in this meeting, Samuel started the discussion by asking the freshmen if they have experienced any problems in their first month at HKUST.
3.	Hin stated a few problems he had faced such as unknown bus scheduling and unable to find the lecture rooms and lifts that led to those rooms.
4.	Tony also provided that he had encountered a few problems when he was learning how to use the SIS registration system.
5.	Chris asked if they also have difficulty in deciding what courses to take.
6.	The freshmen would like to have this feature which suggest courses to take that meet their major requirements.
7.	Hin mentioned he was unable to locate course website that is not provided on canvas.
8.	LCN then asked the freshmen if they have experienced the uncertainty about the prices and food quality of the restaurants at HKUST.
9.	All three freshmen stated they have this experience and Hin also said he would like to know the operating hours of the restaurants.
10.	Tony suggested a feature of hall and society recommendation as he had difficulty deciding which hall to register to and what society to join for the coming school year.
11.	Paul then asked if they had forgotten important deadlines and event dates before. They all nodded and requested a feature to provide a notification for those important dates and deadlines.
12.	Kevin inquired if they know how to book the library study rooms or the courts at the Sports Hall. The freshmen replied that they do know how to book the rooms at the library but they did not know about the Facilities Booking System for booking the courts at the Sports Hall.
13.	Jenny expressed that she had difficulty in finding courses' sources, professors' email and office location and office hours.
14.	Hin also mentioned his bad experience when filling in the credit transfer form.
15.	The freshmen then came up with a few interesting features such as long queue detection, professor suggestion, and grade prediction according to previous semester's GPA.

16.	Samuel asked if a feature that notify the user about his Waiting list status will be useful to them. The freshmen like the idea as the only to check that status is to login onto SIS.
17.	Samuel thanked every team member and the freshmen for their active participation and precious time to attend this interview meeting. He then asked everyone to stay for a group photo.
18.	The meeting adjourned at 20:00. Each team member agreed to have the next meeting after the features have been approved by the TA.

