COMP3111/3111H User Requirement Focus Group Interview Template

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

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| **#** | **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 restaurants in UST |  |
| 8 | Unsure 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 | Find it difficult to adapt the new teaching style or find out what is required of the course |  |

Functional Requirements:

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

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| 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 |  |
| Get user input about current location and destination and attempt to find the shortest path in between | 1 |  |
| Provide a brief, concise tutorial on navigating SIS system (maybe a video) | 2 |  |
| 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 |  |
| 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 |  |
| Notify user when the events or deadlines will show up before N days (N is set by user) | 5 |  |
| Create a timetable assistant to help user schedule their time effectively | 6 |  |
| Provide restaurants recommendation on campus | 7 |  |
| Redirect the websites for booking library study room and SAO amenities to user | 8 |  |
| Attempt to obtain the estimated arrival time from KMB (and minibus) and return the corresponding result to user | 9 |  |
|  | 10 |  |
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Meeting Notes

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| * Bus scheduling * Finding lifts and rooms * Canteen opening and closing hours * Tips for using SIS registration system * Non-JUPAS credit transfer problem * Important deadlines and dates notification * Study plan and major requirement * Hall recommendation and society recommendation * Finding courses’ sources * Notify Waitlist status * Directory for professors and TA * Input user location and destination to find the shortest path and ETA |