

1

Basic VR Headset Compatibility(Participant 1)

INDIFFERENT

The platform can be used with various VR headsets seamlessly.

Functional If our e-learning platform could be seamlessly used with various VR headsets, how would you feel?

Expectation

Don't care

Actual

Don't care

Analysis VR compatibility is not a primary need for graphic design.

Dysfunctional If our e-learning platform could not be used with VR headsets, how would this affect your experience?

Expectation

Can live with it

Actual

Can live with it

Analysis VR headset compatibility aligns with her expectations for non-essential features.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

2

AR Interactive Textbooks(Participant 1)

SATISFIER

Interactive textbooks with augmented reality features for enhanced learning.

Functional How would you feel if our e-learning platform included interactive textbooks with augmented reality features?

Expectation

Expected

Actual

Like

Analysis AR textbooks can enhance her visual and creative learning experience.

Dysfunctional What would you think if our e-learning platform did not include interactive textbooks with augmented reality features?

Expectation

Can live with it

Actual

Dislike

Analysis As a visual learner, lack of AR textbooks would be a missed opportunity, but not a deal-breaker.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

3

VR Field Trips(Participant 1)

INDIFFERENT

Virtual reality field trips to offer immersive educational experiences.

Functional

If you could participate in virtual reality field trips through our e-learning platform, would this be appealing to you?

Expectation

Don't care

Actual

Don't care

Analysis

VR field trips are interesting, but not directly applicable to her field.

Dysfunctional

Would you be disappointed if our e-learning platform did not offer virtual reality field trips?

Expectation

Can live with it

Actual

Can live with it

Analysis

Being indifferent, VR field trips are not crucial for her profession.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

4

AR Lab Simulations(Participant 1)

INDIFFERENT

Augmented reality lab simulations for practical hands-on learning in scientific subjects.

Functional

How would you react if our e-learning platform allowed you to perform lab simulations using augmented reality?

Expectation

Can live with it

Actual

Don't care

Analysis

AR labs are not relevant for graphic design, aligning with her indifference.

Dysfunctional

How would you feel if our e-learning platform did not have the capability for augmented reality lab simulations?

Expectation

Can live with it

Actual

Can live with it

Analysis

Derya's background does not necessitate AR lab simulations.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

5 Customizable VR Avatars(Participant 1)

INDIFFERENT

Ability to create and customize personal avatars in the virtual learning environment.

Functional What would you think about the ability to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Don't care

Analysis Customization is a nice-to-have but not critical.

Dysfunctional Would it bother you if there was no option to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Don't care

Analysis As customization doesn't impact her professional work, she's indifferent.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

6 Language Translation(Participant 1)

INDIFFERENT

Real-time translation of educational content into multiple languages.

Functional If our e-learning platform could translate educational content in real-time into multiple languages, how would you rate this feature?

Expectation **Actual**
Don't care Don't care

Analysis Language translation isn't a primary concern, but could be helpful.

Dysfunctional How would you feel if our e-learning platform did not offer real-time translation of educational content?

Expectation **Actual**
Can live with it Can live with it

Analysis She can manage without translation but acknowledges its utility.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

7

Accessibility Features(Participant 1)

SATISFIER

Features that make the platform accessible for users with disabilities.

Functional

How important would it be for you that our e-learning platform includes accessibility features for users with disabilities?

Expectation

Actual

Like

Like

Analysis

Accessibility is key for inclusive design, which is crucial in her field.

Dysfunctional

What if our e-learning platform lacked accessibility features for users with disabilities?

Expectation

Actual

Dislike

Dislike

Analysis

Lack of accessibility would be a significant drawback for her.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

8

Gamification Elements(Participant 1)

SATISFIER

Inclusion of gamification elements to make learning more interactive and enjoyable.

Functional

Would the inclusion of gamification elements to make learning more interactive and fun be something you value?

Expectation

Actual

Expected

Like

Analysis

Gamification aligns with her creative and engaging approach to learning.

Dysfunctional

Would you miss gamification elements if our e-learning platform didn't include them?

Expectation

Actual

Can live with it

Dislike

Analysis

Missing gamification elements would diminish the learning experience.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

9 Collaborative VR Workspaces(Participant 1)

SATISFIER

Virtual reality spaces that allow for collaboration on group projects and studies.

Functional How would you feel about the availability of collaborative workspaces in virtual reality for group learning and projects?

Expectation **Actual**
Expected Like **Analysis** Collaboration is essential in design, making VR workspaces beneficial.

Dysfunctional Would it negatively impact your learning experience if our e-learning platform did not offer collaborative VR workspaces?

Expectation **Actual**
Can live with it Dislike **Analysis** Lack of collaborative spaces would hinder her interaction with clients.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

10 Cross-Platform Compatibility(Participant 1)

BASIC REQUIREMENT

Ensures the platform functions across various devices and operating systems.

Functional If our e-learning platform worked smoothly across all your devices (phone, tablet, computer), how would this affect your satisfaction?

Expectation **Actual**
Expected Expected **Analysis** Cross-platform access is expected in her versatile design workflow.

Dysfunctional Would you find it problematic if our e-learning platform was not compatible with all your devices?

Expectation **Actual**
Dislike Dislike **Analysis** Incompatibility across devices would significantly disrupt her work.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

1

Basic VR Headset Compatibility(Participant 2)

INDIFFERENT

The platform can be used with various VR headsets seamlessly.

Functional If our e-learning platform could be seamlessly used with various VR headsets, how would you feel?

Expectation

Don't care

Actual

Don't care

Analysis As a backend developer, VR headset compatibility is not a primary tool.

Dysfunctional If our e-learning platform could not be used with VR headsets, how would this affect your experience?

Expectation

Don't care

Actual

Don't care

Analysis The absence of VR compatibility aligns with Murat's role.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

2

AR Interactive Textbooks(Participant 2)

INDIFFERENT

Interactive textbooks with augmented reality features for enhanced learning.

Functional How would you feel if our e-learning platform included interactive textbooks with augmented reality features?

Expectation

Don't care

Actual

Don't care

Analysis AR textbooks are not essential for backend development.

Dysfunctional What would you think if our e-learning platform did not include interactive textbooks with augmented reality features?

Expectation

Don't care

Actual

Don't care

Analysis Lack of AR textbooks does not impact Murat's backend tasks.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

3 VR Field Trips(Participant 2)

INDIFFERENT

Virtual reality field trips to offer immersive educational experiences.

Functional If you could participate in virtual reality field trips through our e-learning platform, would this be appealing to you?

Expectation **Actual**
Can live with it Can live with it

Analysis VR field trips are not directly relevant to backend development.

Dysfunctional Would you be disappointed if our e-learning platform did not offer virtual reality field trips?

Expectation **Actual**
Can live with it Can live with it

Analysis Absence of VR field trips is not a concern for his role.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

4 AR Lab Simulations(Participant 2)

INDIFFERENT

Augmented reality lab simulations for practical hands-on learning in scientific subjects.

Functional How would you react if our e-learning platform allowed you to perform lab simulations using augmented reality?

Expectation **Actual**
Can live with it Can live with it

Analysis AR simulations are not a part of typical backend development workflows.

Dysfunctional How would you feel if our e-learning platform did not have the capability for augmented reality lab simulations?

Expectation **Actual**
Can live with it Can live with it

Analysis Not having AR lab simulations is expected in his field.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

5 Customizable VR Avatars(Participant 2)

INDIFFERENT

Ability to create and customize personal avatars in the virtual learning environment.

Functional What would you think about the ability to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis Customizable avatars do not add value to his backend development work.

Dysfunctional Would it bother you if there was no option to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis Customization is not a factor in his professional activities.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

6 Language Translation(Participant 2)

INDIFFERENT

Real-time translation of educational content into multiple languages.

Functional If our e-learning platform could translate educational content in real-time into multiple languages, how would you rate this feature?

Expectation **Actual**
Don't care Don't care

Analysis While helpful, language translation is not critical for his development work.

Dysfunctional How would you feel if our e-learning platform did not offer real-time translation of educational content?

Expectation **Actual**
Don't care Don't care

Analysis He can manage without real-time translation.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

7 Accessibility Features(Participant 2)

SATISFIER

Features that make the platform accessible for users with disabilities.

Functional How important would it be for you that our e-learning platform includes accessibility features for users with disabilities?

Expectation **Actual**
Like Like

Analysis Accessibility in software is crucial, aligning with his professional ethics.

Dysfunctional What if our e-learning platform lacked accessibility features for users with disabilities?

Expectation **Actual**
Dislike Dislike

Analysis Lack of accessibility features would be a significant concern.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

8 Gamification Elements(Participant 2)

INDIFFERENT

Inclusion of gamification elements to make learning more interactive and enjoyable.

Functional Would the inclusion of gamification elements to make learning more interactive and fun be something you value?

Expectation **Actual**
Can live with it Can live with it

Analysis Gamification is not a priority in his backend development role.

Dysfunctional Would you miss gamification elements if our e-learning platform didn't include them?

Expectation **Actual**
Can live with it Can live with it

Analysis Absence of gamification elements is in line with his work focus.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

9 Collaborative VR Workspaces(Participant 2)

INDIFFERENT

Virtual reality spaces that allow for collaboration on group projects and studies.

Functional How would you feel about the availability of collaborative workspaces in virtual reality for group learning and projects?

Expectation **Actual**
Don't care Don't care **Analysis** Collaboration is key, but VR is not essential for his collaboration needs.

Dysfunctional Would it negatively impact your learning experience if our e-learning platform did not offer collaborative VR workspaces?

Expectation **Actual**
Don't care Don't care **Analysis** Not having VR workspaces does not impede his regular collaborations.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

10 Cross-Platform Compatibility(Participant 2)

BASIC REQUIREMENT

Ensures the platform functions across various devices and operating systems.

Functional If our e-learning platform worked smoothly across all your devices (phone, tablet, computer), how would this affect your satisfaction?

Expectation **Actual**
Expected Expected **Analysis** Cross-platform compatibility is important for backend development across different environments.

Dysfunctional Would you find it problematic if our e-learning platform was not compatible with all your devices?

Expectation **Actual**
Dislike Dislike **Analysis** Lack of compatibility would be a major limitation in his work.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

1

Basic VR Headset Compatibility(Participant 3)

INDIFFERENT

The platform can be used with various VR headsets seamlessly.

Functional If our e-learning platform could be seamlessly used with various VR headsets, how would you feel?

<i>Expectation</i>	<i>Actual</i>
Don't care	Don't care

Analysis VR headset compatibility is not critical for IT technician tasks.

Dysfunctional If our e-learning platform could not be used with VR headsets, how would this affect your experience?

<i>Expectation</i>	<i>Actual</i>
Can live with it	Can live with it

Analysis Lack of VR compatibility aligns with Erkan's role requirements.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

2

AR Interactive Textbooks(Participant 3)

INDIFFERENT

Interactive textbooks with augmented reality features for enhanced learning.

Functional How would you feel if our e-learning platform included interactive textbooks with augmented reality features?

<i>Expectation</i>	<i>Actual</i>
Don't care	Don't care

Analysis AR textbooks are interesting but not essential for his work.

Dysfunctional What would you think if our e-learning platform did not include interactive textbooks with augmented reality features?

<i>Expectation</i>	<i>Actual</i>
Can live with it	Can live with it

Analysis Absence of AR textbooks does not significantly affect his duties.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

3 VR Field Trips(Participant 3)

INDIFFERENT

Virtual reality field trips to offer immersive educational experiences.

Functional If you could participate in virtual reality field trips through our e-learning platform, would this be appealing to you?

Expectation **Actual**
Can live with it Can live with it

Analysis VR field trips are not a part of standard IT technician work.

Dysfunctional Would you be disappointed if our e-learning platform did not offer virtual reality field trips?

Expectation **Actual**
Can live with it Can live with it

Analysis Not having VR field trips is expected and acceptable.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

4 AR Lab Simulations(Participant 3)

SATISFIER

Augmented reality lab simulations for practical hands-on learning in scientific subjects.

Functional How would you react if our e-learning platform allowed you to perform lab simulations using augmented reality?

Expectation **Actual**
Like Like

Analysis AR lab simulations could be beneficial for hands-on IT training.

Dysfunctional How would you feel if our e-learning platform did not have the capability for augmented reality lab simulations?

Expectation **Actual**
Dislike Dislike

Analysis Lack of AR labs would be a missed opportunity for practical learning.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

5 Customizable VR Avatars(Participant 3)

INDIFFERENT

Ability to create and customize personal avatars in the virtual learning environment.

Functional What would you think about the ability to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis Customization of avatars is not relevant to IT technician tasks.

Dysfunctional Would it bother you if there was no option to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis The absence of avatar customization is not a concern.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

6 Language Translation(Participant 3)

INDIFFERENT

Real-time translation of educational content into multiple languages.

Functional If our e-learning platform could translate educational content in real-time into multiple languages, how would you rate this feature?

Expectation **Actual**
Don't care Don't care

Analysis While helpful, language translation is not a core requirement.

Dysfunctional How would you feel if our e-learning platform did not offer real-time translation of educational content?

Expectation **Actual**
Don't care Don't care

Analysis The absence of real-time translation does not impact his primary responsibilities.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

7 Accessibility Features(Participant 3)

BASIC REQUIREMENT

Features that make the platform accessible for users with disabilities.

Functional How important would it be for you that our e-learning platform includes accessibility features for users with disabilities?

Expectation Expected **Actual** Expected **Analysis** Accessibility is important in tech, aligning with inclusive IT practices.

Dysfunctional What if our e-learning platform lacked accessibility features for users with disabilities?

Expectation Dislike **Actual** Dislike **Analysis** Lack of accessibility features would be a concern for overall usability.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

8 Gamification Elements(Participant 3)

INDIFFERENT

Inclusion of gamification elements to make learning more interactive and enjoyable.

Functional Would the inclusion of gamification elements to make learning more interactive and fun be something you value?

Expectation Can live with it **Actual** Can live with it **Analysis** Gamification is not directly relevant to his IT technician duties.

Dysfunctional Would you miss gamification elements if our e-learning platform didn't include them?

Expectation Can live with it **Actual** Can live with it **Analysis** The absence of gamification elements does not impact his tasks.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

9 Collaborative VR Workspaces(Participant 3)

INDIFFERENT

Virtual reality spaces that allow for collaboration on group projects and studies.

Functional How would you feel about the availability of collaborative workspaces in virtual reality for group learning and projects?

Expectation **Actual** **Analysis**
Don't care Don't care Collaborative spaces are useful, but VR is not essential for his collaboration needs.

Dysfunctional Would it negatively impact your learning experience if our e-learning platform did not offer collaborative VR workspaces?

Expectation **Actual** **Analysis**
Don't care Don't care The absence of VR workspaces does not hinder his job performance.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

10 Cross-Platform Compatibility(Participant 3)

BASIC REQUIREMENT

Ensures the platform functions across various devices and operating systems.

Functional If our e-learning platform worked smoothly across all your devices (phone, tablet, computer), how would this affect your satisfaction?

Expectation **Actual** **Analysis**
Expected Expected Cross-platform compatibility is important for diverse IT environments.

Dysfunctional Would you find it problematic if our e-learning platform was not compatible with all your devices?

Expectation **Actual** **Analysis**
Dislike Dislike Lack of compatibility would pose a challenge in his work.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

1

Basic VR Headset Compatibility(Participant 4)

INDIFFERENT

The platform can be used with various VR headsets seamlessly.

Functional If our e-learning platform could be seamlessly used with various VR headsets, how would you feel?

<i>Expectation</i>	<i>Actual</i>
Can live with it	Can live with it

Analysis VR headset compatibility is not a key component in cybersecurity.

Dysfunctional If our e-learning platform could not be used with VR headsets, how would this affect your experience?

<i>Expectation</i>	<i>Actual</i>
Can live with it	Can live with it

Analysis The absence of VR compatibility aligns with cybersecurity priorities.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

2

AR Interactive Textbooks(Participant 4)

BASIC REQUIREMENT

Interactive textbooks with augmented reality features for enhanced learning.

Functional How would you feel if our e-learning platform included interactive textbooks with augmented reality features?

<i>Expectation</i>	<i>Actual</i>
Expected	Expected

Analysis AR textbooks could be valuable for advanced cybersecurity training.

Dysfunctional What would you think if our e-learning platform did not include interactive textbooks with augmented reality features?

<i>Expectation</i>	<i>Actual</i>
Dislike	Dislike

Analysis Lack of AR textbooks would be a missed opportunity for enhanced learning.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

3 VR Field Trips(Participant 4)

INDIFFERENT

Virtual reality field trips to offer immersive educational experiences.

Functional If you could participate in virtual reality field trips through our e-learning platform, would this be appealing to you?

Expectation **Actual**
Can live with it Can live with it

Analysis VR field trips are not crucial in cybersecurity education.

Dysfunctional Would you be disappointed if our e-learning platform did not offer virtual reality field trips?

Expectation **Actual**
Can live with it Can live with it

Analysis Not having VR field trips does not impact cybersecurity training.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

4 AR Lab Simulations(Participant 4)

BASIC REQUIREMENT

Augmented reality lab simulations for practical hands-on learning in scientific subjects.

Functional How would you react if our e-learning platform allowed you to perform lab simulations using augmented reality?

Expectation **Actual**
Expected Expected

Analysis AR simulations can provide practical experience in cybersecurity.

Dysfunctional How would you feel if our e-learning platform did not have the capability for augmented reality lab simulations?

Expectation **Actual**
Dislike Dislike

Analysis The absence of AR labs would be a drawback in practical cybersecurity training.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

5 Customizable VR Avatars(Participant 4)

INDIFFERENT

Ability to create and customize personal avatars in the virtual learning environment.

Functional What would you think about the ability to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis Customizable avatars are not a priority in cybersecurity.

Dysfunctional Would it bother you if there was no option to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis Lack of avatar customization does not affect cybersecurity training.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

6 Language Translation(Participant 4)

BASIC REQUIREMENT

Real-time translation of educational content into multiple languages.

Functional If our e-learning platform could translate educational content in real-time into multiple languages, how would you rate this feature?

Expectation **Actual**
Expected Expected

Analysis Real-time translation can aid in accessing a broader range of cybersecurity materials.

Dysfunctional How would you feel if our e-learning platform did not offer real-time translation of educational content?

Expectation **Actual**
Dislike Dislike

Analysis Not having translation could limit access to diverse resources.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

7 Accessibility Features(Participant 4)

SATISFIER

Features that make the platform accessible for users with disabilities.

Functional How important would it be for you that our e-learning platform includes accessibility features for users with disabilities?

<i>Expectation</i>	<i>Actual</i>
Like	Like

Analysis Accessibility is crucial for inclusive cybersecurity education.

Dysfunctional What if our e-learning platform lacked accessibility features for users with disabilities?

<i>Expectation</i>	<i>Actual</i>
Dislike	Dislike

Analysis Lack of accessibility features would be a major concern in cybersecurity platforms.

For the current participant the feature is a member of:

1. Basic Requirements

2. Satisfiers

3. Delighters

4. Indifferent Requirements

5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

8 Gamification Elements(Participant 4)

INDIFFERENT

Inclusion of gamification elements to make learning more interactive and enjoyable.

Functional Would the inclusion of gamification elements to make learning more interactive and fun be something you value?

<i>Expectation</i>	<i>Actual</i>
Can live with it	Can live with it

Analysis Gamification can make cybersecurity training more engaging, but is not essential.

Dysfunctional Would you miss gamification elements if our e-learning platform didn't include them?

<i>Expectation</i>	<i>Actual</i>
Can live with it	Can live with it

Analysis The absence of gamification elements is not detrimental to cybersecurity training.

For the current participant the feature is a member of:

1. Basic Requirements

2. Satisfiers

3. Delighters

4. Indifferent Requirements

5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

9 Collaborative VR Workspaces(Participant 4)

INDIFFERENT

Virtual reality spaces that allow for collaboration on group projects and studies.

Functional How would you feel about the availability of collaborative workspaces in virtual reality for group learning and projects?

Expectation **Actual**
Don't care Don't care

Analysis Collaborative VR spaces could be useful for team-based cybersecurity tasks.

Dysfunctional Would it negatively impact your learning experience if our e-learning platform did not offer collaborative VR workspaces?

Expectation **Actual**
Don't care Don't care

Analysis Not having VR workspaces does not significantly impact cybersecurity operations.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

10 Cross-Platform Compatibility(Participant 4)

SATISFIER

Ensures the platform functions across various devices and operating systems.

Functional If our e-learning platform worked smoothly across all your devices (phone, tablet, computer), how would this affect your satisfaction?

Expectation **Actual**
Like Like

Analysis Cross-platform compatibility is essential for varied cybersecurity tools and platforms.

Dysfunctional Would you find it problematic if our e-learning platform was not compatible with all your devices?

Expectation **Actual**
Dislike Dislike

Analysis Incompatibility across devices is a significant limitation in cybersecurity.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

1

Basic VR Headset Compatibility(Participant 5)

INDIFFERENT

The platform can be used with various VR headsets seamlessly.

Functional If our e-learning platform could be seamlessly used with various VR headsets, how would you feel?

Expectation

Can live with it

Actual

Can live with it

Analysis As a CEO, VR headset compatibility is not essential for Elif’s operations.

Dysfunctional If our e-learning platform could not be used with VR headsets, how would this affect your experience?

Expectation

Can live with it

Actual

Can live with it

Analysis Lack of VR compatibility aligns with her strategic focus in cybersecurity.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

2

AR Interactive Textbooks(Participant 5)

BASIC REQUIREMENT

Interactive textbooks with augmented reality features for enhanced learning.

Functional How would you feel if our e-learning platform included interactive textbooks with augmented reality features?

Expectation

Expected

Actual

Expected

Analysis AR textbooks could add value to training, but are not critical.

Dysfunctional What would you think if our e-learning platform did not include interactive textbooks with augmented reality features?

Expectation

Dislike

Actual

Dislike

Analysis Absence of AR textbooks does not significantly affect cybersecurity strategy.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

3 VR Field Trips(Participant 5)

INDIFFERENT

Virtual reality field trips to offer immersive educational experiences.

Functional If you could participate in virtual reality field trips through our e-learning platform, would this be appealing to you?

Expectation **Actual**
Can live with it Can live with it

Analysis VR field trips, while innovative, are not crucial for her leadership role.

Dysfunctional Would you be disappointed if our e-learning platform did not offer virtual reality field trips?

Expectation **Actual**
Can live with it Can live with it

Analysis Not having VR field trips is not detrimental to her business strategy.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

4 AR Lab Simulations(Participant 5)

BASIC REQUIREMENT

Augmented reality lab simulations for practical hands-on learning in scientific subjects.

Functional How would you react if our e-learning platform allowed you to perform lab simulations using augmented reality?

Expectation **Actual**
Expected Expected

Analysis AR simulations can be beneficial for practical cybersecurity training.

Dysfunctional How would you feel if our e-learning platform did not have the capability for augmented reality lab simulations?

Expectation **Actual**
Dislike Dislike

Analysis The lack of AR simulations is a missed opportunity, but not a critical loss.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

5 Customizable VR Avatars(Participant 5)

INDIFFERENT

Ability to create and customize personal avatars in the virtual learning environment.

Functional What would you think about the ability to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis Customizable avatars do not impact her strategic or operational decisions.

Dysfunctional Would it bother you if there was no option to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis Absence of avatar customization is not a concern for her role.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

6 Language Translation(Participant 5)

BASIC REQUIREMENT

Real-time translation of educational content into multiple languages.

Functional If our e-learning platform could translate educational content in real-time into multiple languages, how would you rate this feature?

Expectation **Actual**
Expected Expected

Analysis Language translation enhances global accessibility, aligning with her focus on diversity.

Dysfunctional How would you feel if our e-learning platform did not offer real-time translation of educational content?

Expectation **Actual**
Dislike Dislike

Analysis Lack of translation limits access to global resources and diverse perspectives.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

7 Accessibility Features(Participant 5)

SATISFIER

Features that make the platform accessible for users with disabilities.

Functional How important would it be for you that our e-learning platform includes accessibility features for users with disabilities?

Expectation **Actual**
Like Like

Analysis Accessibility aligns with Elif's commitment to inclusive cybersecurity practices.

Dysfunctional What if our e-learning platform lacked accessibility features for users with disabilities?

Expectation **Actual**
Dislike Dislike

Analysis The absence of accessibility features would be contrary to her inclusive leadership principles.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

8 Gamification Elements(Participant 5)

INDIFFERENT

Inclusion of gamification elements to make learning more interactive and enjoyable.

Functional Would the inclusion of gamification elements to make learning more interactive and fun be something you value?

Expectation **Actual**
Can live with it Can live with it

Analysis While engaging, gamification is not a top priority in her strategic planning.

Dysfunctional Would you miss gamification elements if our e-learning platform didn't include them?

Expectation **Actual**
Can live with it Can live with it

Analysis Not having gamification elements does not impact her strategic goals.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

9 Collaborative VR Workspaces(Participant 5)

INDIFFERENT

Virtual reality spaces that allow for collaboration on group projects and studies.

Functional How would you feel about the availability of collaborative workspaces in virtual reality for group learning and projects?

Expectation **Actual** **Analysis** Collaborative VR spaces can be beneficial for remote teams but are not essential.
Don't care Don't care

Dysfunctional Would it negatively impact your learning experience if our e-learning platform did not offer collaborative VR workspaces?

Expectation **Actual** **Analysis** The absence of VR collaborative spaces does not hinder her leadership efficiency.
Don't care Don't care

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

10 Cross-Platform Compatibility(Participant 5)

SATISFIER

Ensures the platform functions across various devices and operating systems.

Functional If our e-learning platform worked smoothly across all your devices (phone, tablet, computer), how would this affect your satisfaction?

Expectation **Actual** **Analysis** Cross-platform compatibility is critical for diverse technological environments.
Like Like

Dysfunctional Would you find it problematic if our e-learning platform was not compatible with all your devices?

Expectation **Actual** **Analysis** Incompatibility across devices is a significant limitation in strategic planning.
Dislike Dislike

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

1

Basic VR Headset Compatibility(Participant 6)

INDIFFERENT

The platform can be used with various VR headsets seamlessly.

Functional If our e-learning platform could be seamlessly used with various VR headsets, how would you feel?

Expectation

Can live with it

Actual

Can live with it

Analysis As an office administrator, VR headset compatibility is not relevant to Zeynep's duties.

Dysfunctional If our e-learning platform could not be used with VR headsets, how would this affect your experience?

Expectation

Can live with it

Actual

Can live with it

Analysis The lack of VR compatibility aligns with her administrative role.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

2

AR Interactive Textbooks(Participant 6)

INDIFFERENT

Interactive textbooks with augmented reality features for enhanced learning.

Functional How would you feel if our e-learning platform included interactive textbooks with augmented reality features?

Expectation

Don't care

Actual

Don't care

Analysis AR textbooks are not essential for office administration tasks.

Dysfunctional What would you think if our e-learning platform did not include interactive textbooks with augmented reality features?

Expectation

Don't care

Actual

Don't care

Analysis Not having AR textbooks does not affect her office management responsibilities.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

3 VR Field Trips(Participant 6)

INDIFFERENT

Virtual reality field trips to offer immersive educational experiences.

Functional If you could participate in virtual reality field trips through our e-learning platform, would this be appealing to you?

Expectation *Actual*
Can live with it Can live with it

Analysis VR field trips are not relevant to Zeynep’s administrative role.

Dysfunctional Would you be disappointed if our e-learning platform did not offer virtual reality field trips?

Expectation *Actual*
Can live with it Can live with it

Analysis The absence of VR field trips is not a concern for office administration.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

4 AR Lab Simulations(Participant 6)

INDIFFERENT

Augmented reality lab simulations for practical hands-on learning in scientific subjects.

Functional How would you react if our e-learning platform allowed you to perform lab simulations using augmented reality?

Expectation *Actual*
Can live with it Can live with it

Analysis AR lab simulations do not align with her administrative tasks.

Dysfunctional How would you feel if our e-learning platform did not have the capability for augmented reality lab simulations?

Expectation *Actual*
Can live with it Can live with it

Analysis Not having AR simulations is consistent with her role requirements.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

5 Customizable VR Avatars(Participant 6)

INDIFFERENT

Ability to create and customize personal avatars in the virtual learning environment.

Functional What would you think about the ability to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis Customizable VR avatars are not a priority in her administrative work.

Dysfunctional Would it bother you if there was no option to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Can live with it Can live with it

Analysis The absence of avatar customization is not a concern in her daily tasks.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

6 Language Translation(Participant 6)

INDIFFERENT

Real-time translation of educational content into multiple languages.

Functional If our e-learning platform could translate educational content in real-time into multiple languages, how would you rate this feature?

Expectation **Actual**
Don't care Don't care

Analysis While language translation can be useful, it is not critical for Zeynep's role.

Dysfunctional How would you feel if our e-learning platform did not offer real-time translation of educational content?

Expectation **Actual**
Don't care Don't care

Analysis She can manage without real-time translation in office administration.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

7 Accessibility Features(Participant 6)

BASIC REQUIREMENT

Features that make the platform accessible for users with disabilities.

Functional How important would it be for you that our e-learning platform includes accessibility features for users with disabilities?

Expectation **Actual**
Expected Expected **Analysis** Accessibility is important for inclusive office environments.

Dysfunctional What if our e-learning platform lacked accessibility features for users with disabilities?

Expectation **Actual**
Dislike Dislike **Analysis** The lack of accessibility features would be a concern for workplace inclusivity.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

8 Gamification Elements(Participant 6)

INDIFFERENT

Inclusion of gamification elements to make learning more interactive and enjoyable.

Functional Would the inclusion of gamification elements to make learning more interactive and fun be something you value?

Expectation **Actual**
Don't care Don't care **Analysis** Gamification elements, while interesting, are not a primary concern for her role.

Dysfunctional Would you miss gamification elements if our e-learning platform didn't include them?

Expectation **Actual**
Can live with it Can live with it **Analysis** Not having gamification elements does not significantly affect her administrative duties.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

9 Collaborative VR Workspaces(Participant 6)

INDIFFERENT

Virtual reality spaces that allow for collaboration on group projects and studies.

Functional How would you feel about the availability of collaborative workspaces in virtual reality for group learning and projects?

Expectation **Actual** **Analysis** Collaborative VR spaces could be useful but are not essential for office administration.
Don't care Don't care

Dysfunctional Would it negatively impact your learning experience if our e-learning platform did not offer collaborative VR workspaces?

Expectation **Actual** **Analysis** The absence of VR workspaces does not hinder her administrative tasks.
Don't care Don't care

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

10 Cross-Platform Compatibility(Participant 6)

SATISFIER

Ensures the platform functions across various devices and operating systems.

Functional If our e-learning platform worked smoothly across all your devices (phone, tablet, computer), how would this affect your satisfaction?

Expectation **Actual** **Analysis** Cross-platform compatibility is crucial for diverse office tasks and software.
Like Like

Dysfunctional Would you find it problematic if our e-learning platform was not compatible with all your devices?

Expectation **Actual** **Analysis** Lack of compatibility across devices would be a significant limitation in her role.
Dislike Dislike

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

1

Basic VR Headset Compatibility(Participant 7)

INDIFFERENT

The platform can be used with various VR headsets seamlessly.

Functional If our e-learning platform could be seamlessly used with various VR headsets, how would you feel?

<i>Expectation</i>	<i>Actual</i>
Expected	Expected

Analysis Participant finds VR headsets interesting for learning.

Dysfunctional If our e-learning platform could not be used with VR headsets, how would this affect your experience?

<i>Expectation</i>	<i>Actual</i>
Don't care	Don't care

Analysis Participant is indifferent to the lack of VR support.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

2

AR Interactive Textbooks(Participant 7)

DELIGHTER

Interactive textbooks with augmented reality features for enhanced learning.

Functional How would you feel if our e-learning platform included interactive textbooks with augmented reality features?

<i>Expectation</i>	<i>Actual</i>
Like	Like

Analysis Participant is enthusiastic about AR in textbooks.

Dysfunctional What would you think if our e-learning platform did not include interactive textbooks with augmented reality features?

<i>Expectation</i>	<i>Actual</i>
Can live with it	Can live with it

Analysis Lack of AR features would be slightly disappointing.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

3 VR Field Trips(Participant 7)

INDIFFERENT

Virtual reality field trips to offer immersive educational experiences.

Functional If you could participate in virtual reality field trips through our e-learning platform, would this be appealing to you?

Expectation **Actual**
Don't care Don't care

Analysis VR field trips are interesting but not vital.

Dysfunctional Would you be disappointed if our e-learning platform did not offer virtual reality field trips?

Expectation **Actual**
Expected Expected

Analysis No strong feelings about the absence of VR trips.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

4 AR Lab Simulations(Participant 7)

UNDESIED

Augmented reality lab simulations for practical hands-on learning in scientific subjects.

Functional How would you react if our e-learning platform allowed you to perform lab simulations using augmented reality?

Expectation **Actual**
Can live with it Can live with it

Analysis AR lab simulations are seen as useful.

Dysfunctional How would you feel if our e-learning platform did not have the capability for augmented reality lab simulations?

Expectation **Actual**
Like Like

Analysis Absence of AR labs isn't a major concern.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

5 Customizable VR Avatars(Participant 7)

INDIFFERENT

Ability to create and customize personal avatars in the virtual learning environment.

Functional What would you think about the ability to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Expected Expected

Analysis Customizable avatars are appreciated.

Dysfunctional Would it bother you if there was no option to create and customize your own avatar in our VR learning environment?

Expectation **Actual**
Don't care Don't care

Analysis No strong preference for avatar customization.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

6 Language Translation(Participant 7)

SATISFIER

Real-time translation of educational content into multiple languages.

Functional If our e-learning platform could translate educational content in real-time into multiple languages, how would you rate this feature?

Expectation **Actual**
Like Like

Analysis Real-time translation is highly valued.

Dysfunctional How would you feel if our e-learning platform did not offer real-time translation of educational content?

Expectation **Actual**
Dislike Dislike

Analysis Participant would be disappointed without translation.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

7 Accessibility Features(Participant 7)

INDIFFERENT

Features that make the platform accessible for users with disabilities.

Functional How important would it be for you that our e-learning platform includes accessibility features for users with disabilities?

Expectation **Actual**
Don't care Don't care

Analysis Accessibility is important but not a priority.

Dysfunctional What if our e-learning platform lacked accessibility features for users with disabilities?

Expectation **Actual**
Don't care Don't care

Analysis Neutral about the lack of accessibility features.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

8 Gamification Elements(Participant 7)

INDIFFERENT

Inclusion of gamification elements to make learning more interactive and enjoyable.

Functional Would the inclusion of gamification elements to make learning more interactive and fun be something you value?

Expectation **Actual**
Expected Expected

Analysis Gamification is seen as engaging.

Dysfunctional Would you miss gamification elements if our e-learning platform didn't include them?

Expectation **Actual**
Expected Expected

Analysis Lack of gamification wouldn't be a major issue.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

9 Collaborative VR Workspaces(Participant 7)

DELIGHTER

Virtual reality spaces that allow for collaboration on group projects and studies.

Functional How would you feel about the availability of collaborative workspaces in virtual reality for group learning and projects?

Expectation *Actual*
Like Like

Analysis Collaborative VR workspaces are highly valued.

Dysfunctional Would it negatively impact your learning experience if our e-learning platform did not offer collaborative VR workspaces?

Expectation *Actual*
Can live with it Can live with it

Analysis Absence of collaborative spaces would be a downside.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?

10 Cross-Platform Compatibility(Participant 7)

UNDESIRED

Ensures the platform functions across various devices and operating systems.

Functional If our e-learning platform worked smoothly across all your devices (phone, tablet, computer), how would this affect your satisfaction?

Expectation *Actual*
Can live with it Can live with it

Analysis Cross-platform compatibility is convenient.

Dysfunctional Would you find it problematic if our e-learning platform was not compatible with all your devices?

Expectation *Actual*
Like Like

Analysis Incompatibility with devices would be problematic.

For the current participant the feature is a member of:

1. Basic Requirements
2. Satisfiers
3. Delighters
4. Indifferent Requirements
5. Undesired Requirements

		Dysfunctional Question				
		Like	Expected	Don't care	Can live with it	Dislike
Functional Question	Like	?	3	3	3	2
	Expected	5	4	4	4	1
	Don't care	5	4	4	4	1
	Can live with it	5	4	4	4	1
	Dislike	5	5	5	5	?