

Q1. Three User Goals

1. **Efficient course Navigation** (clear navigation and filtering).
2. **Understand prerequisites easily** (transparent prerequisites display).
3. **Error free registration** (simple, reliable registration workflow).

Q2. GQM Approach (Example for Goal #1)

- **Goal:** Efficient course navigation.
- **Key Question:** How easily and quickly can students locate and select their desired courses?
- **Metric(s):**
 - Average time taken to find a course (seconds/minutes).
 - Number of clicks or steps required to reach the course page.
 - Success rate of students locating the right course on first attempt.

Q3. Solution Design Aligned with Students' Mental Model

- **Proposed Solution:**
 - **Dashboard-based interface:** Display all relevant information (available courses, prerequisites, schedule) in one place.
 - **Search + Filter system:** Allow students to search by course name, department, and time slot.
 - **Visual indicators:** Show prerequisites as icons or pop-up tooltips next to course names.
 - **Progressive registration steps:** A step-by-step guided process (like online shopping checkout).
- **Alignment with Students' Expectations:**
 - Students think in terms of “which courses fit my plan” rather than “what the system stores.”
 - Mirrors familiar apps (shopping, booking), reducing learning effort.
 - Offers transparency and instant feedback on prerequisites and registration status.

Q4. Domain of the Project

- **Domain:** Educational Technology / University Student Information Systems (specifically Course Registration Systems).
- **Importance of Recognizing the Domain:**
 - Helps identify industry standards and usability best practices.
 - Ensures compliance with academic policies and registration rules.
 - Clarifies stakeholders (students, faculty, registrar office) and their workflows.

Q5. Three Ways to Research User Requirements

Method	Why Suitable
Online Surveys/Questionnaires	Quickly gather feedback from a large student population about problems and desired features.
Focus Groups	Allows deeper discussions with small groups of students to explore pain points and expectations.
Usability Testing on Current Portal	Observing students using the existing portal highlights real-time frustrations and critical usability issues.