



**CSE 6224 Software Requirements Engineering  
Trimester 2510  
Elicitation Plan**

**Project title:**

**Student Club Management System with Budget and Venue Integration**

**Tutorial Section: TT5L**

**Group Name: TT5L\_G1**

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## 1 Introduction

Briefly restate the goal of Task 4: to **execute** the elicitation plan (Task 3) and to **document** the outcomes—complete with proof files—while classifying every discovered requirement under the Kano Model.

## 2 Summary of Elicitation Techniques Executed

ID	Technique	Week	Stakeholder(s) / Artefact	Evidence File(s)	Primary Kano Focus
T1	Observation of Existing Systems	W5	Project Team	<a href="#">Elicitation/Raw/Observation/</a>	Dissatisfier, Satisfier
T2	Online Survey (Google Form)	W5	Club Members & Prospective Members	<a href="#">/Elicitation/Raw/Survey/SurveyResponses.csv</a> <a href="#">/Elicitation/Raw/Survey/SurveySummary.xlsx</a>	Satisfier
T3	Brainstorming (Team Meeting)	W6	Project Team	<a href="#">/Elicitation/Raw/Brainstorm/</a>	Dissatisfier, Satisfier, Delighter
T4	Document Analysis	W6	Institutional Policies	<a href="#">/Elicitation/Docs/ManualPelaksanaanV5_highlighted.pdf</a> <a href="#">/Elicitation/Docs/Panduan_Tuntutan_Notes.pdf</a>	Dissatisfier

### 3 Evidence Index

Artefact	File Name	Relative Path in Repo	Notes
Observation Recording	obs.mp4	Elicitation/Raw/Observation/	Screen-share walk-through
Observation Log	obs_log.md	Elicitation/Raw/Observation/	Time-stamped insights
Survey CSV	SurveyResponses.csv	/Elicitation/Raw/Survey/	50 responses, anonymised
Survey Charts	SurveySummary.xlsx	/Elicitation/Raw/Survey/	Stacked-bar & Kano matrix
Brainstorm Recording	brainstorm session.mp4	/Elicitation/Raw/Brainstorm/	Screen Recording
Brainstorm Log	Brainstorm_log.md	/Elicitation/Raw/Brainstorm/	Time-stamped insights
Annotated Manual Pelaksanaan	ManualPelaksanaanV5_highlighted.pdf	/Elicitation/Docs/	Key clauses highlighted
Annotated Panduan Tuntutan	PanduanTuntutan_highlighted.pdf	/Elicitation/Docs/	Key clauses highlighted

## 4 Detailed Execution Records

### 4.1 Observation of Existing Systems (T1)

Field	Information
Objective	Discover baseline workflows & pain-points in benchmark systems.
Observed Systems	ST Putra Facility Booking, PUTRA Presence, Cornell CampusGroups , Campus Labs Check-In, Eventbrite
Evidence Files	obs.mp4, obs_log.md

#### 4.1.1 Observed System Summaries

ID	Source	Access Method
X1	ST Putra Facility Booking System	<a href="#">ST Putra</a>
X2	PUTRA Presence	<a href="#">PUTRAPresence</a>
X3	Cornell CampusGroups	<a href="#">CornellUniversity</a>
X4	Campus Labs Event Check-In	<a href="#">Google Play</a>
X5	Eventbrite	<a href="#">Eventbrite</a>

#### X1 – ST Putra Facility Booking System

The university's official venue-reservation portal exposes a comprehensive catalogue of lecture halls, seminar rooms, and outdoor spaces. Users can filter by capacity, equipment, accessibility features, and preferred time slots; the system performs real-time clash detection before confirming a booking. For SCMS, this establishes the gold standard for Req 12 – Searchable venue database: millisecond-level search, filter combinability, and a hard stop on double-bookings. Integrating (or at least mirroring) this dataset ensures clubs avoid manual venue conflicts and comply with campus scheduling rules.

**X2 – PUTRA Presence**

PUTRA Presence is a campus-wide attendance platform that authenticates students via UPM-ID, then logs event entry through QR-code scan or Bluetooth beacon. In live tests the scan-to-record latency averaged  $< 2$  seconds, and offline caching handled poor connectivity gracefully. These observations validate the feasibility of Req 14 – QR / Bluetooth attendance capture and define a performance target: sub-2-second feedback plus offline queuing.

**X3 – Cornell CampusGroups**

CampusGroups offers an integrated experience where club officers submit budget requests, manage rosters, and publish events with RSVP—all under one dashboard. Approval workflows include commenting threads and status badges (Pending → Approved → Funded). Its polished UI illustrates how Req 11 (Realtime budget updates), Req 13 (Online RSVP), and Req 16 (Online membership application) can coexist seamlessly, suggesting navigation patterns and permission models for SCMS.

**X4 – Campus Labs Event Check-In**

This mobile app emphasises robustness: it works fully offline, stores hundreds of check-ins locally, and bulk-exports CSV files for analytics. Multi-device scanning lets several volunteers process attendees in parallel. These capabilities inspire enhancements for Req 14 (offline fallback) and Req 15 – Bulk CSV export of attendance, ensuring SCMS functions even in poor-signal venues and supports post-event analysis.

**X5 – Eventbrite**

Eventbrite dominates public event management with user-friendly RSVP flows, automatic e-tickets containing QR codes, and reminder e-mails dispatched 24 hours before go-time. Observing its funnel—from ‘Register’ click to inbox confirmation—clarifies UX expectations for Req 13 and sets the cadence for Req 18 – Automated reminders. Copying its single-click RSVP and calendar-invite attachments could significantly boost club event turnout.

#### **4.1.2 Video Recording Link**

### **4.1.3 Meeting Transcript**

**4.1.4 Observation-Derived Requirements.**

<b>Req ID</b>	<b>Requirement Statement</b>	<b>Kano Category</b>	<b>Evidence</b>
11	Realtime budget spending updates	Satisfier	
12	Searchable venue database with capacity & clash detection	Satisfier	
13	Online RSVP with QR ticket generation	Satisfier	
14	QR/Bluetooth attendance capture	Satisfier	
15	Bulk CSV export of attendance records	Satisfier	
16	Interested students can apply to join a club online	Satisfier	
17	Personal dashboard with upcoming events, budget graphs, reminders	Satisfier	
18	Automatic email reminder 24 h before event	Satisfier	



## 4.2 Online Survey (Google Form) (T2)

Field	Information
Responses Collected	50
Target Population	Club Members & Prospective Members
Evidence Files	<a href="#">SurveyResponses.csv</a> , <a href="#">SurveySummary.xlsx</a>

### 4.2.1 Question-by-Question Results & Interpretation

For each pair of Kano questions, place the chart and provide interpretation in paragraph.

[https://docs.google.com/forms/d/e/1FAIpQLSc4CncVRHSelfMIFKuvxYvdqgPFfzMVQLlg\\_NTEt62mP7jXDQ/viewform?usp=dialog](https://docs.google.com/forms/d/e/1FAIpQLSc4CncVRHSelfMIFKuvxYvdqgPFfzMVQLlg_NTEt62mP7jXDQ/viewform?usp=dialog)

**Q01 – Guided Event-Creation Wizard**

**Q02 – Realtime Budget Balances**

**Q03 – Venue Search & Filter**

**Q04 – Online RSVP**

**Q05 – QR / NFC Attendance Capture**

**Q06 – Export Financial Data to CSV**

**Q07 – Online Membership Application**

**Q08 – Personal Dashboard**

**Q09 – Event Reminder Alerts**

**Q10 – In-System Messaging**

#### 4.2.2 Survey-Derived Requirements

Req ID	Requirement Statement	Kano Category	Evidence (Survey Q#)
10	Efficient, guided event-creation wizard	Satisfier	Q01
11	Realtime budget spending updates	Satisfier	Q02
12	Searchable venue database	Satisfier	Q03
13	Online RSVP for events	Satisfier	Q04
14	QR / NFC attendance capture	Satisfier	Q05
15	Export financial data to CSV	Satisfier	Q06
16	Online membership application	Satisfier	Q07
17	Personal dashboard with events & budget graphs	Satisfier	Q08
18	Reminder alerts before “interested” events	Satisfier	Q09
19	Internal messaging between members	Satisfier	Q10

### 4.3 Brainstorming Session (T3)

Field	Information
Objective	Discover baseline workflows & pain-points in benchmark systems.
Participants	Project Team
Evidence Files	<a href="#">brainstorm session.mp4</a> , <a href="#">Brainstorm_log.md</a>

#### 4.3.1 Brainstorm Flow Summary

The team completed three uninterrupted verbal rounds:

- Round 1 – Dissatisfiers: each participant voiced must-have pain points.
- Round 2 – Satisfiers: performance features that improve satisfaction with quality.
- Round 3 – Delighters: surprise “wow” ideas.

After each round, the facilitator read back a spoken summary to confirm agreement. Final requirement wording was derived offline by replaying the recording and transcribing key statements verbatim.

#### 4.3.2 Video Recording Link

### **4.3.3 Meeting Transcript**

### 4.3.4 Brainstorming-Derived Requirements

Req ID	Requirement Statement	Kano Category	Evidence / Speaker & Approx. Time
1	Secure online club registration	Dissatisfiers	Hazim @ 00:05
2	Secure login authentication	Dissatisfiers	Si Ting @ 00:20
3	Club officers can assign roles (President, Treasurer, etc.)	Dissatisfiers	Nelly @ 00:38
4	User roles clearly separated (member / officer / admin)	Dissatisfiers	Tai @ 00:55
8	System sends automatic notifications on approvals / rejections / updates	Dissatisfiers	Hazim @ 01:15
9	Accessibility features (colour contrast, font change, etc)	Dissatisfiers	Si Ting @ 01:35
17	Personal dashboard with upcoming events, budget graphs, reminders	Satisfiers	Si Ting @ 03:10
18	Reminder alerts before “interested” events	Satisfiers	Nelly @ 03:35
19	Ability for Club Members to message each other	Satisfiers	Hazim @ 03:55
20	Auto suggest optimal venue based on event type & expected attendance	Delighters	Hazim @ 05:05
21	Gamification (badges / points) for active participation	Delighters	Si Ting @ 05:25
22	Club leader analytics (attendance & budget trends)	Delighters	Nelly @ 05:45
23	Mobile push notifications for critical updates	Delighters	Tai @ 06:00

24	Recommendation of similar clubs based on interests	Delighters	Hazim @ 06:20
25	QRcode sign in to web account via mobile app	Delighters	Si Ting @ 06:40

#### 4.4 Document Analysis (T4)

Field	Information
Objective	Derive non-negotiable, policy-driven requirements from official university documents.
Documents Analysed	<i>Manual Pelaksanaan Aktiviti Pelajar (V5) • Panduan Tuntutan Kewangan Aktiviti Pelajar</i>
Evidence Files	Annotated PDFs ( <a href="#">ManualPelaksanaanV5_highlighted.pdf</a> , <a href="#">PanduanTuntutan_highlighted.pdf</a> ), Highlight screenshots in <a href="#">/Docs/Screenshots/</a>

##### 4.4.1 Traceability Table

Req ID	Requirement Statement	Source Doc	Section / Page	Verbatim Text (Malay)	Screenshot File
3	Club officers can assign roles (President, Treasurer, ...)	Manual Pelaksanaan V5	§ 2 “Penyediaan Kertas Kerja” p. 4	<ul style="list-style-type: none"> <li>• “Jawatankuasa Aktiviti”</li> <li>• “Anggaran Perbelanjaan &amp; Pendapatan”</li> <li>• “Senarai jawatankuasa pelaksana aktiviti. (format .doc)”</li> </ul>	<a href="#">roles_p4.png</a>

5	Leader can create new events	Manual Pelaksanaan V5	Flowchart “Carta Alir Pengurusan Aktiviti Pelajar” p. 13	“Hantar permohonan kelulusan aktiviti melalui borang atas talian”	<a href="#">carta_alir_create_event_p13.png</a>
6	Leader can view & track club budget balance	Manual Pelaksanaan V5	§ 1(c) “Panduan Pengurusan Kewangan dan Perbelanjaan” p. 3	“...peruntukan/dana serta kos perbelanjaan aktiviti perlu dibincangkan...”	<a href="#">budget_tracking_p3.png</a>
7	Admin can approve or reject budget requests	Panduan Tuntutan Kewangan	§ 1 “Maklumat Am” p. 1	“Perbelanjaan/ Pembayaran untuk aktiviti pelajar yang telah diluluskan layak dituntut.”	<a href="#">approval_clause_p1.png</a>
7 (cont.)	—	Panduan Tuntutan Kewangan	§ 3 “Tuntutan Bayaran Perkhidmatan/Bekalan” p. 3	“Pembayaran ... mengikut jumlah tuntutan yang diluluskan...”	<a href="#">approval_clause_p3.png</a>



#### 4.4.2 Detailed Policy-to-Requirement Explanation

Req ID	Why the Clause Forces This Requirement	System Implications
3	Any activity proposal must list its Jawatankuasa Aktiviti and attach a role file. Without built-in role assignment, club officers would have to manage roles offline and re-enter them in forms—violating the single source of truth principle and increasing audit risk.	Back-office module for officers to assign/reassign roles; roles auto-populate proposal PDFs; validation prevents submission if required positions are empty.
5	The flowchart explicitly starts with online submission of an activity-approval form. Leaders therefore need an in-system “Create Event” workflow that mirrors every flowchart step (draft, submit, status tracking).	Wizard-style event-creation UI with progress bar; autogenerated reference number; real-time status page that maps 1-to-1 to flowchart stages, ensuring leaders never bypass mandatory approvals.
6	Clause 1(c) requires ongoing discussion, preparation, and presentation of current funding and expenditure. Static spreadsheets fail to satisfy “ongoing” monitoring.	Dashboard widget that shows live balance, committed spend, and variance; role-based access so Treasurer sees edit rights; export to PDF/CSV for submission meetings.
7	Both clauses repeat that only approved amounts are payable. The system must therefore include a definitive approve / reject gate controlled by BHEP/Bursar; otherwise finance staff have no authoritative source to verify approval.	Admin panel with approval queue; immutable audit trail (timestamp, approver ID, status history); automated email notices to requestor on decision; downstream lock—transactions unfunded unless status == “Approved”.

#### 4.4.3 Document-Derived Requirements

Req ID	Requirement Statement	Kano Category	Evidence File(s)
3	Club officers can assign roles	Dissatisfier	<a href="#">roles_p4.png</a>
5	Leader can create new events (policy-compliant steps)	Dissatisfier	<a href="#">carta_alir_create_event_p13.png</a>
6	Leader can view & track club budget balance	Dissatisfier	<a href="#">budget_tracking_p3.png</a>
7	Admin can approve or reject budget requests	Dissatisfier	<a href="#">approval_clause_p1.png</a> , <a href="#">approval_clause_p3.png</a>

## 5 Kano Model Summary

Req ID	Requirement Statement	Source (S = Survey, B = Brainstorming, D = Document analysis, O = Observation)	Kano Category	Evidence Placeholder
Dissatisfiers (Musthave)				
1	Secure online club registration	B	Dissatisfiers	brainstorm_log.md
2	Secure login authentication	B	Dissatisfiers	brainstorm_log.md ;
3	Club officers can assign roles (President, Treasurer, etc.)	B, D	Dissatisfiers	brainstorm_log.md ;  Manual Pelaksanaan Aktiviti Pelajar (V5) – § 2 “Penyediaan Kertas Kerja” & § 2 “Dokumen Sokongan yang Diperlukan”: <a href="https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf">https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf</a>
4	User roles clearly separated (member / officer / admin)	B	Dissatisfiers	brainstorm_log.md

5	Leader can create new events	D	Dissatisfiers	Manual Pelaksanaan Aktiviti Pelajar (V5) – § “CARTA ALIR PENGURUSAN AKTIVITI PELAJAR”: <a href="https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf">https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf</a>
6	Leader can view & track club budget balance	D	Dissatisfiers	Manual Pelaksanaan Aktiviti Pelajar (V5) – § 2 “Penyediaan Kertas Kerja” & § 1(c) “Panduan Pengurusan Kewangan dan Perbelanjaan”: <a href="https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf">https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf</a>
7	Admin can approve or reject budget requests	D	Dissatisfiers	Panduan Tuntutan Kewangan Aktiviti Pelajar – § 1 “Maklumat Am” & § 3 “Tuntutan Bayaran Perkhidmatan/Bekalan”: <a href="https://hep.upm.edu.my/upload/dokumen/20210704210921PANDUAN_TUNTUTAN_KEWANGAN_AKTIVITI_PELAJAR">https://hep.upm.edu.my/upload/dokumen/20210704210921PANDUAN_TUNTUTAN_KEWANGAN_AKTIVITI_PELAJAR</a>

				<a href="#">AR_%28FINAL2%29.pdf</a>
8	System sends automatic notifications on approvals / rejections / updates	B	Dissatisfiers	brainstorm_log.md
9	Accessibility features (colour contrast, font change, etc)	B	Dissatisfiers	brainstorm_log.md
Satisfiers (Performance needs)				
10	Efficient, guided event creation wizard	S	Satisfiers	Survey Q01 – 92% Positive: "I like it" (60%) + "I expect it" (32%); 88% Negative/Tolerate: "I dislike it" (60%) + "I can live without it" (28%)
11	Realtime budget spending updates	S, O	Satisfiers	Survey Q02 – 92% Positive: "I like it" (54%) + "I expect it" (38%); 84% Negative/Tolerate: "I dislike it" (52%) + "I can live without it" (32%) ;  Observation of existing system – Cornell

				CampusGroups: <a href="#">CornellUniversity</a>
12	Searchable venue database (location, size, availability)	S, O	Satisfiers	<p>Survey Q03 – 92% Positive: "I like it" (52%) + "I expect it" (40%); 80% Negative/Tolerate: "I dislike it" (44%) + "I can live without it" (36%) ;</p> <p>Observation of existing system – ST Putra Facility Booking System (live system): <a href="#">SISTEM TEMPAHAN</a></p>
13	RSVP system for members to register for events	S, O	Satisfiers	<p>Survey Q04 – 94% Positive: "I like it" (58%) + "I expect it" (36%); 98% Negative/Tolerate: "I dislike it" (68%) + "I can live without it" (30%);</p> <p>Observation of existing system – Eventbrite online event-management platform <a href="#">Eventbrite</a></p>
14	Attendance tracking via	S, O	Satisfiers	<p>Survey Q05 – 90% Positive: "I like it" (58%) + "I expect it"</p>

	QR / NFC at events			<p>(32%); 90%</p> <p>Negative/Tolerate: "I dislike it" (64%) + "I can live without it" (26%) ;</p> <p>Observation of existing system – Campus Labs Event Check-in app: scan event-pass QR codes to check in.</p> <p><a href="#">Google Play</a></p>
15	Ability to export financial data to CSV	S , O	Satisfiers	<p>Survey Q06 – 90%</p> <p>Positive: "I like it" (58%) + "I expect it" (32%); 82%</p> <p>Negative/Tolerate: "I dislike it" (46%) + "I can live without it" (36%)</p> <p>Observation of existing system – Campus Labs Event Check-in app: scan event-pass QR codes to check in.</p> <p><a href="#">Google Play</a></p>
16	Interested students can apply to join a club online	S, O	Satisfiers	<p>Survey Q07 – 90%</p> <p>Positive: "I like it" (64%) + "I expect it" (26%); 92%</p> <p>Negative/Tolerate: "I dislike it" (50%) + "I can live without it" (42%) ;</p>

				Observation of existing system – Cornell CampusGroups: <a href="#">CornellUniversity</a>
17	Personal dashboard with upcoming events, budget graphs, reminders	S, B, O	Satisfiers	<p>Survey Q08 – 92% Positive: "I like it" (54%) + "I expect it" (38%); 90% Negative/Tolerate: "I dislike it" (54%) + "I can live without it" (36%) ;</p> <p>brainstorm_log.md ;</p> <p>Observation of existing system – PUTRA Presence event-attendance platform (existing mobile/web system): <a href="#">PUTRAPresence</a></p>
18	Reminder alerts before “interested” events	S, B, O	Satisfiers	<p>Survey Q9 – 78% Positive: "I like it" (46%) + "I expect it" (32%); 96% Negative/Tolerate: "I dislike it" (60%) + "I can live without it" (36%) ;</p> <p>brainstorm_log.md ;</p> <p>Observation of existing system – Eventbrite</p>



				online event-management platform <a href="#">Eventbrite</a>
19	Ability for Club Members to message each other	S, B	Satisfiers	Survey Q10 – 90% Positive: "I like it" (48%) + "I expect it" (42%); 92% Negative/Tolerate: "I dislike it" (60%) + "I can live without it" (32%) ;  brainstorm_log.md
Delighters (Exciters)				
20	Auto-suggest optimal venue based on event type & expected attendance	B	Delighter	brainstorm_log.md
21	Gamification (badges / poin ts) for active participation	B	Delighter	brainstorm_log.md
22	Club leader analytics (attendance & budget trends)	B	Delighter	brainstorm_log.md
23	Mobile push notifications for critical updates	B	Delighter	brainstorm_log.md

24	Recommendation of similar clubs based on interests	B	Delighter	brainstorm_log.md
25	QRcode -sign in- to web account via mobile app	B	Delighter	brainstorm_log.md

## **7 Conclusion**

Summarise how the elicitation execution achieved its objectives, highlight the total number of distinct requirements captured, confidence level in data quality, and outline next steps (e.g., feeding results into the SRS specification draft).

## Appendix A – Survey Instrument

### Student Club Management System (SCMS)

#### Introduction

We're designing a new Student Club Management System (SCMS).

For every feature below, you will answer two short questions:

- Functional (F): how you feel if the feature IS present
- Dysfunctional (D): how you feel if the feature is NOT present

Use the same 5-point scale each time:

1. I like it
2. I expect it
3. I am neutral
4. I can live without it
5. I dislike it

The survey takes  $\approx 7$  minutes. Your answers are confidential and will only be used for course research.

#### Questionnaire Items

#	Item	Question text
Q01-F	Guided event wizard	If the system offers a step-by-step wizard that helps club leaders create events quickly and correctly, how do you feel?
Q01-D	—	If the system does NOT provide a step-by-step event-creation wizard and leaders must enter all details manually, how do you feel?

Q02-F	Real-time budget balances	If club treasurers can see budget balances update instantly after each transaction, how do you feel?
Q02-D	—	If budget balances update only after several hours or days, how do you feel?
Q03-F	Venue search & filter	If you can search and filter campus venues by capacity, location, and available dates, how do you feel?
Q03-D	—	If there is no searchable venue database and venue details must be found manually, how do you feel?
Q04-F	Online RSVP	If members can RSVP for club events online with one click, how do you feel?
Q04-D	—	If there is no online RSVP function and members must sign up through other means, how do you feel?
Q05-F	QR / NFC attendance	If event attendance can be recorded instantly by scanning a QR code or tapping NFC, how do you feel?
Q05-D	—	If attendance is recorded using paper lists or manual entry only, how do you feel?
Q06-F	Export financial data	If treasurers can export all financial records to CSV for analysis, how do you feel?
Q06-D	—	If financial data cannot be exported and must be copied manually, how do you feel?
Q07-F	Online membership request	If prospective members can submit a membership request online, how do you feel?
Q07-D	—	If prospective members have to apply in person or by email only, how do you feel?
Q08-F	Personal dashboard	If each user sees a personalised dashboard with upcoming events, role tasks, and budget graphs, how do you feel?

Q08-D	—	If the system has no personal dashboard and users must navigate multiple pages for this information, how do you feel?
Q09-F	Event reminders	If the system sends you reminders for events you marked as “Interested”, how do you feel?
Q09-D	—	If the system does not send reminders for your “Interested” events, how do you feel?
Q10-F	In-system messaging	If members can message each other within the system, how do you feel?
Q10-D	—	If there is no internal messaging and members must use external apps, how do you feel?
Q11-F	Bulk roster upload/download	If officers can bulk-upload or download the membership list via Excel/CSV, how do you feel?
Q11-D	—	If membership data must be added or extracted one record at a time, how do you feel?
Q12-F	Calendar subscription	If you can subscribe to an ICS feed and see approved events in your personal calendar, how do you feel?
Q12-D	—	If you cannot subscribe and must manually add events to your calendar, how do you feel?
Q13-F	Wait-list auto-promotion	If the system automatically promotes wait-listed members when seats open, how do you feel?
Q13-D	—	If wait-listed members must be added manually when seats open, how do you feel?
Q14-F	Drag-and-drop attachments	If you can attach documents and images via simple drag-and-drop, how do you feel?
Q14-D	—	If you must navigate file-pickers or email documents separately, how do you feel?