** 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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| **Student Name** | **Student ID** |
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**1 Introduction**

This plan details how the project team will discover, validate, and prioritise requirements for the Student Club Management System (SCMS). It integrates four complementary elicitation techniques with the Kano Model, ensuring each candidate feature is categorised based on user-perceived value: Dissatisfiers (Must-Have), Satisfiers (Performance), and Delighters (Exciters). The resulting categorisation will drive release sequencing, resource allocation, and risk management, fully aligned with the project’s Vision & Scope document.

**2 Objectives**

* Capture 100 % of stakeholder, policy, and system‑integration needs.
* Clearly classify requirements into Kano categories: Must-have (Dissatisfiers), Performance (Satisfiers), and Exciters (Delighters).
* Establish a robust foundation for system design decisions and feature prioritization.

**3 Elicitation Approach**

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| **#** | **Technique** | **Purpose & Rationale** | **Primary Target(s)** | **Key Output** | **Kano Focus** |
| T1 | Observation of Existing Systems | Identify tacit user pain points, workflow gaps, and baseline expectations through direct observation. | Project team | Recorded MP4 and meeting logs | Dissatisfier,   Satisfier |
| T2 | Online Survey (Google Form) | Gather broad student preferences and measure perceived importance of features through quantitative Kano-question pairing. | Club members, prospective members | CSV data, analytical charts | Satisfier |
| T3 | Brainstorming (Team Meeting) | Facilitate creative and collective idea generation through open team dialogue, uncovering innovative requirements. | Project team | Recorded MP4, meeting log, summarised ideas | Dissatisfier,   Satisfier,  Delighter |
| T4 | Document Analysis | Derive essential compliance requirements, institutional policies, and mandatory guidelines. | Institutional documents | Highlighted PDFs, detailed excerpt notes | Dissatisfier |

**3.1 Conducting Elicitation Techniques**

**T1 Observation**

* Identify five benchmark systems: UPM ST Putra, Eventbrite RSVP, PUTRA Presence, Campus Labs, Cornell CampusGroups.
* Conduct a recorded MS Teams session; team members narrate and demonstrate key workflows.
* Capture video recordings and automated transcripts for analysis.

**T2 Online Survey**

* Design paired Kano survey questions.
* Distribute surveys through student club Telegram groups for one week.
* Export survey data as CSV and visualise responses through stacked bar charts for further analysis.

**T3 Brainstorming (Meeting)**

* Host a recorded MS Teams meeting.
* Conduct round-robin verbal idea sharing.
* Facilitator logs ideas in real-time, clarifying and summarising each.
* Archive recording, meeting log, and summarised idea list in the project repository.

**T4 Document Analysis**

* Identify relevant institutional documents (Manual Pelaksanaan Aktiviti Pelajar V5, Panduan Tuntutan Kewangan).
* Highlight requirements-specific paragraphs and provide annotations explaining extracted rules.
* Save annotated PDFs and summarise findings in a structured log table.

**4 Roles & Responsibilities**

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| **Team Member** | **Role** | **Key Responsibility** |
| TAI ZHI XUAN | Elicitation Lead | Coordinate activities, oversee timeline, document highlights, and extractions. |
| SAY SI TING | Survey Coordinator | Develop, distribute, and analyse surveys. |
| HAZIM ELAMIN MOHAMED ALI MUSA | System Analyst | Observe existing systems. |
| IZZA NELLY BINTI MOHD NASIR | Scribe | Consolidate notes and maintain Kano requirement matrix. |

**5 Kano Model (Potential Requirements)**

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| **#** | **Requirement Statement** | **Kano Category** |
| **Dissatisfiers (Must‑have basics)** | | |
| 1 | Secure online club registration | Dissatisfier |
| 2 | Secure login authentication | Dissatisfier |
| 3 | Club officers can assign roles (President, Treasurer, etc.) | Dissatisfier |
| 4 | User roles clearly separated (member / officer / admin) | Dissatisfier |
| 5 | Leader can create new events | Dissatisfier |
| 6 | Leader can view & track club budget balance | Dissatisfier |
| 7 | Admin can approve or reject budget requests | Dissatisfier |
| 8 | System sends automatic notifications on approvals / rejections / updates | Dissatisfier |
| 9 | Accessibility features (high contrast, font resize, etc.) | Dissatisfier |
| 10 | Password reset & account‑recovery workflow | Dissatisfier |
| 11 | Mandatory audit trail for all financial actions | Dissatisfier |
| 12 | Compliance with Malaysian PDPA & consent management | Dissatisfier |
| 13 | Minimum 99 % system uptime during semester weeks | Dissatisfier |
| Satisfiers (Performance needs) | | |
| 14 | Efficient, guided event creation wizard | Satisfier |
| 15 | Realtime budget spending updates | Satisfier |
| 16 | Searchable venue database (location, size, availability) | Satisfier |
| 17 | RSVP system for members to register for events | Satisfier |
| 18 | Attendance tracking via QR / NFC at events | Satisfier |
| 19 | Ability to export financial data to CSV | Satisfier |
| 20 | Interested students can apply to join a club online | Satisfier |
| 21 | Personal dashboard (upcoming events, budget graphs, reminders) | Satisfier |
| 22 | Reminder alerts before “interested” events | Satisfier |
| 23 | In‑system messaging between club members | Satisfier |
| 24 | Bulk import / export of membership roster (Excel/CSV) | Satisfier |
| 25 | Calendar (ICS) subscription for approved club events | Satisfier |
| 26 | Waitlist auto promotion when event capacity frees | Satisfier |
| 27 | Drag and drop upload of supporting documents & images | Satisfier |
| Delighters (Exciters) | | |
| 28 | Auto‑suggest optimal venue based on event type & head‑count | Delighter |
| 29 | Gamification (badges / points) for active participation | Delighter |
| 30 | Club‑leader analytics (attendance & budget trends) | Delighter |
| 31 | Mobile push notifications for critical updates | Delighter |
| 32 | Recommendation of similar clubs based on interests | Delighter |
| 33 | QR‑code sign‑in to web account via mobile app | Delighter |
| 34 | AI‑driven attendance prediction & capacity planning | Delighter |
| 35 | Augmented‑reality campus map guiding to event venues | Delighter |
| 36 | Campus‑wide club leaderboard & achievements dashboard | Delighter |
| 37 | Voice‑assistant quick actions in mobile app | Delighter |

**6 Elicitation Activities Schedule**

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| **Week** | **Activity** | **Output Due** |
| W5 | Observation session | Recorded MP4 |
| W5 | Survey design, pilot, and distribution | Live Google Form link |
| W6 | Policy & finance document analysis | Mark‑up PDFs |
| W6 | Brainstorming team meeting | Recorded MP4 |
| W7 | Kano model analysis session | Validated Kano requirement matrix |
| W7 | Task 4 evidence consolidation and publication to GitHub | GitHub pull request link with evidence |

**7 Why the Kano Model Fits SCMS**

The Kano Model aligns perfectly with SCMS objectives due to its structured approach in clearly separating essential compliance (Dissatisfiers), measurable performance enhancements (Satisfiers), and innovation-focused features (Delighters). It ensures that compliance requirements (e.g., PDPA adherence, audit trails) receive immediate and non-negotiable prioritisation. Performance-driven features (e.g., real-time budget updates, venue search functionality) can be optimised for maximum stakeholder value. Innovative, yet non-critical features (e.g., AI-driven venue recommendations, gamification elements) are carefully balanced to enhance user experience without compromising core deliverables. Moreover, this structured approach is enriched by data-driven insights derived from the elicitation techniques, ensuring robust evidence-based decisions.

**8 Justification for Using the Kano Model and Selected Techniques**

The Kano Model explicitly prioritises requirements by distinguishing between essential baseline compliance needs, valuable performance improvements, and innovative excitement-generating features. Document Analysis ensures non-negotiable requirements derived from institutional policies are correctly identified as Dissatisfiers. Online Surveys provide quantitative data directly mapping user satisfaction, effectively capturing and validating Satisfiers. Observation sessions pinpoint actual user interactions and implicit expectations, bridging Dissatisfiers and Satisfiers. Brainstorming meetings encourage creative exploration and collaborative refinement of potential Delighters, ensuring comprehensive, innovative ideas surface through dialogue. Collectively, these techniques deliver a balanced, justified, and robust set of requirements, fully informed by diverse perspectives, supporting strategic prioritisation aligned with stakeholder needs and project constraints.

**9 Conclusion**

This elicitation plan, strengthened by the Kano Model and diverse elicitation methods, provides a detailed roadmap for systematically capturing and categorising SCMS requirements. By leveraging clearly defined roles, responsibilities, and activities, the project team will effectively manage risks, prioritise features accurately, and ensure the delivery of a robust system aligning with institutional policies and student expectations.