**CSE 6224 Software Requirements Engineering**

**Trimester 2510**

**Kano Model**

**Project title:**

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

**Tutorial Section:** TT5L

**Group Name:** TT5L\_G1

|  |  |
| --- | --- |
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**1  Introduction**

Task 4 transforms the elicitation blueprint designed in Task 3 into verifiable outcomes. The team executed four complementary techniques—(T1) observation of benchmark systems, (T2) an online Kano survey, (T3) a structured brainstorming session, and (T4) document analysis of institutional policies to surface, validate, and classify requirements for the Student Club Management System with Budget & Venue Integration (SCMS).

Each technique produced artefacts (videos, transcripts, CSV exports, annotated PDFs) that were committed to the GitHub repository and indexed in Section 3. The resulting evidence base enabled every discovered requirement to be mapped to one of the three Kano categories: Dissatisfiers (must-have compliance or baseline capabilities), Satisfiers (performance features that drive user satisfaction), and Delighters (innovative “wow” factors). The remainder of this report details the execution records, the raw artefacts, and the consolidated Kano matrix that will seed the forthcoming Software Requirements Specification (SRS).

**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 | [Elicitation/Raw/Observation](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Observation/ObservationTranscripts) | Dissatisfier,   Satisfier |
| T1 | Observation of Existing Systems | W5 | Project Team | [Elicitation/Raw/Observation/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Observation/ObservationTranscripts)[ObservationTranscripts](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/ObservationTranscripts) | Dissatisfier,   Satisfier |
| T2 | Online Survey (Google Form) | W5 | Club Members & Prospective Members | [/Elicitation/Raw/Survey/SurveyResponses.csv](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Raw/Survey/SurveyResponses.csv)  [/Elicitation/Raw/Survey/SurveySummary.xlxs](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Raw/Survey/SurveySummary.xlsx) | Satisfier |
| T3 | Brainstorming (Team Meeting) | W6 | Project Team | [/Elicitation/Raw/Brainstorm/brainstorm session.mp4](https://mmuedumy-my.sharepoint.com/:v:/r/personal/1211109038_student_mmu_edu_my/Documents/brainstorm%20session.mp4?csf=1&web=1&e=PshxP6&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D)  [/Elicitation/Raw/Brainstorm/Brainstorm\_log.docx](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Raw/Brainstorm/Brainstorm_log.docx) | Dissatisfier,   Satisfier,  Delighter |
| T4 | Document Analysis | W6 | Institutional Policies | [/Elicitation/Docs/ ManualPelaksanaanV5\_highlighted.pdf](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/ManualPelaksanaanV5_highlighted.pdf)  [/Elicitation/Docs/Panduan\_Tuntutan\_Notes.pdf](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/PanduanTuntutan_highlighted.pdf) | Dissatisfier |

**3 Evidence Index**

|  |  |  |  |
| --- | --- | --- | --- |
| **Artefact** | **File(s) Name** | **Relative Path in Repo** | **Notes** |
| Observation Recordings | CampusCheckInObservation.mp4  CornellCampusGroupsObservation.mp4  EventbriteSystemObservation.mp4  PutraPressenceObservation.mp4  ST Putra Facility Booking SystemObservation.mp4 | [Elicitation/Raw/Observation](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Observation/ObservationTranscripts) | Screen-share walk-through |
| Observation Logs | CampusCheckInObs\_log.md  CornwellCampusObs\_log.md  EventbriteSystemObs\_log.md  PutraPressenceObs\_log.md  ST Putra Facility Booking System Obs\_log .md | [Elicitation/Raw/Observation/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Observation/ObservationTranscripts)[ObservationTranscripts](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/ObservationTranscripts) | Time‑stamped insights |
| Survey CSV | SurveyResponses.csv | [/Elicitation/Raw/Survey/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Survey) | 50 responses, anonymised |
| Survey Charts | SurveySummary.xlxs | [/Elicitation/Raw/Survey/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Survey) | Stacked‑bar & Kano matrix |
| Brainstorm  Recording | brainstorm session.mp4 | [/Elicitation/Raw/Brainstorm/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Brainstorm) | Screen Recording |
| Brainstorm  Log | Brainstorm\_log.md | [/Elicitation/Raw/Brainstorm/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Brainstorm) | Time‑stamped insights |
| Annotated Manual Pelaksanaan | ManualPelaksanaanV5\_highlighted.pdf | [/Elicitation/Docs/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Docs/Screenshots) | Key clauses highlighted |
| Annotated Panduan Tuntutan | PanduanTuntutan\_highlighted.pdf | [/Elicitation/Docs/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Docs/Screenshots) | 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** | [ST Putra Facility Booking SystemObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EcIMhTBFszNAmGs2lpV9xlwBBM5m5LDR7VuQQ7sPA3Q30g?e=Y5qzdU&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D), [PutraPressenceObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EYCaUQ3OcqtOra7tUf8FCbEBm-cifdf4FdqiR9RUuJ4hSw?e=DjbOR0&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D),  [CornellCampusGroupsObservation.mp4,](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EY5XQMja98ZNt8LtESh9dHABkXYVKbldzvealEyVIDI0yg?e=kyXcsu&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D) [CampusCheckInObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EUslQWXoQ7dFiBRw4Y3HQjcByEw3uTg4Ot6ZERcUFbmKKg?e=rpQLqS&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D),  [EventbriteSystemObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EZq8yimGRnlGnzH4ZUaE9gIBEadSpKNBBsSPiHLu2B1Jow?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D&e=jyuTKR),  <https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/ObservationTranscripts> |

**4.1.1 Observed System Summaries**

|  |  |  |
| --- | --- | --- |
| **ID** | **Source** | **Access Method** |
| X1 | ST Putra Facility Booking System | [ST Putra](http://stputra.upm.edu.my/) |
| X2 | PUTRA Presence | [PUTRAPresence](https://putrapresence.upm.edu.my/) |
| X3 | Cornell CampusGroups | [CornellUniversity](https://cornell.campusgroups.com/home_login) |
| X4 | Campus Labs Event Check‑In | [Google Play](https://play.google.com/store/apps/details?hl=en_US&id=com.campuslabs.checkins&utm_source=chatgpt.com) |
| X5 | Eventbrite | [Eventbrite](https://www.eventbrite.com/) |

**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 venue type or purpose of the event; The system performs Realtime 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 UPMID, then logs event entry through QRcode 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: sub2second 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 CheckIn**  
This mobile app emphasises robustness: it works fully offline, stores hundreds of checkins locally, and bulk exports CSV files for analytics. Multidevice 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 emails 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 Meeting Recording Link**

**X1 – ST Putra Facility Booking System -**

[ST Putra Facility Booking SystemObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EcIMhTBFszNAmGs2lpV9xlwBBM5m5LDR7VuQQ7sPA3Q30g?e=Y5qzdU&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D)

**X2 – PUTRA Presence**  
[PutraPressenceObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EYCaUQ3OcqtOra7tUf8FCbEBm-cifdf4FdqiR9RUuJ4hSw?e=DjbOR0&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D)

**X3 – Cornell CampusGroups**

[CornellCampusGroupsObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EY5XQMja98ZNt8LtESh9dHABkXYVKbldzvealEyVIDI0yg?e=kyXcsu&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D)**X4 – Campus Labs Event CheckIn**

[CampusCheckInObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EUslQWXoQ7dFiBRw4Y3HQjcByEw3uTg4Ot6ZERcUFbmKKg?e=rpQLqS&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D)

**X5- Eventbrite**

[EventbriteObservation.mp4](https://mmuedumy-my.sharepoint.com/:v:/g/personal/hazim_elamin_mohamed_student_mmu_edu_my/EWlxpa4rNexNlheV_7d7Rg4BxZ-NXVMTpzq_amOZX0BUdw?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D&e=jtL6mG)

**4.1.3 Meeting Transcript**

<https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Raw/Observation/ObservationTranscripts>

**4.1.4 Observation-Derived Requirements.**

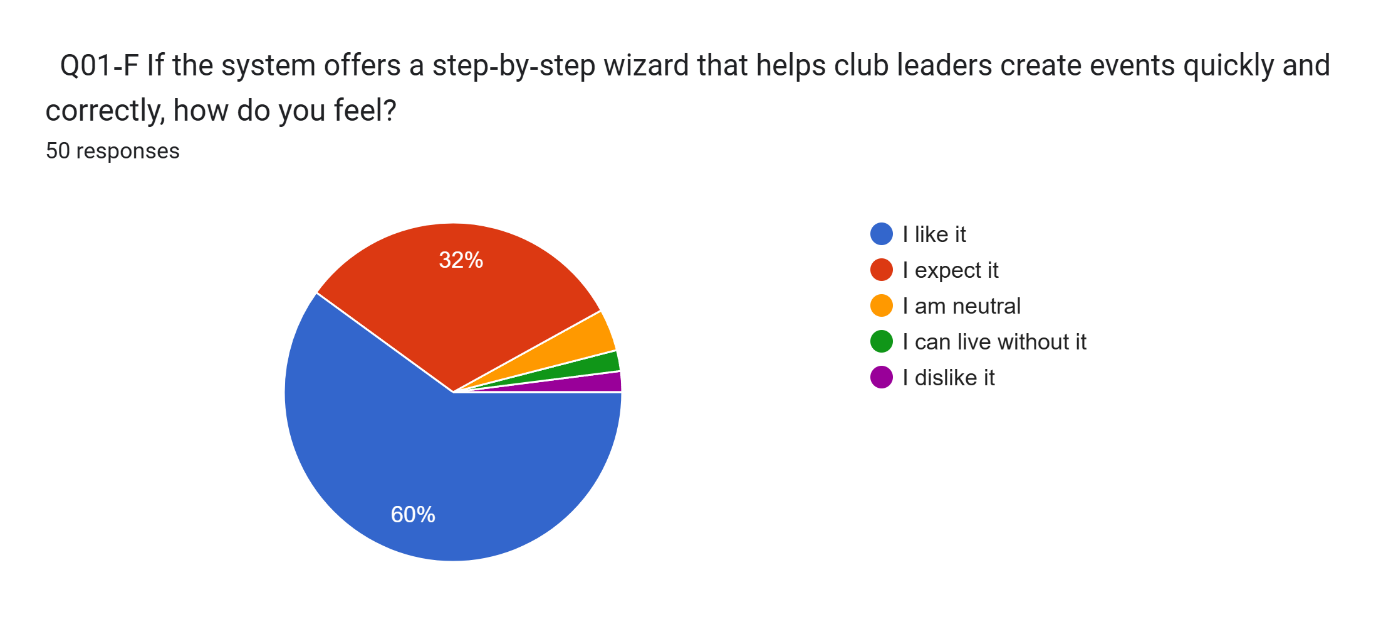
|  |  |  |
| --- | --- | --- |
| **Req ID** | **Requirement Statement** | **Kano Category** |
| 11 | Realtime budget spending updates | Satisfier |
| 12 | Searchable venue database with capacity & clash detection | Satisfier |
| 13 | Online RSVP with QR ticket generation | Satisfier |
| 14 | QR/Bluetooth 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)**

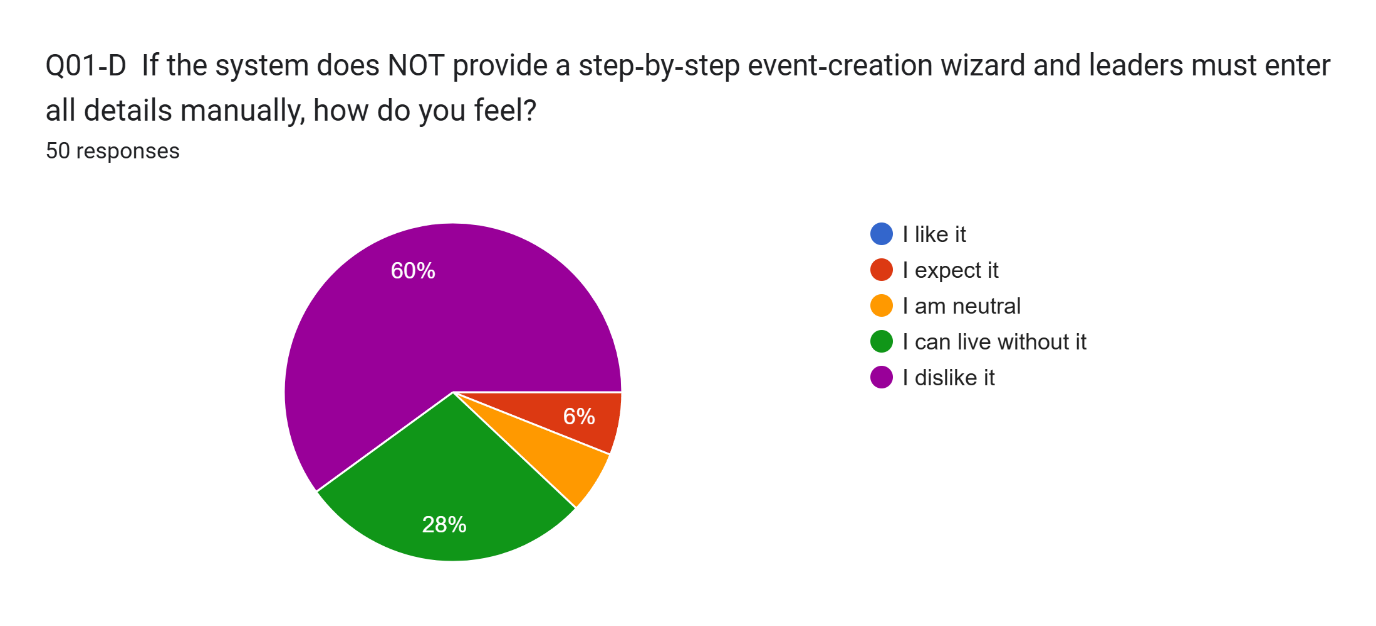
|  |  |
| --- | --- |
| **Field** | **Information** |
| **Responses Collected** | 50 |
| **Target Population** | Club Members & Prospective Members |
| **Evidence Files** | [SurveyResponses.csv](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Raw/Survey/SurveyResponses.csv), [SurveySummary.xlxs](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Raw/Survey/SurveySummary.xlsx) |

**4.2.1 Question by Question Results & Interpretation**

**Q01 – Guided Event-Creation Wizard**

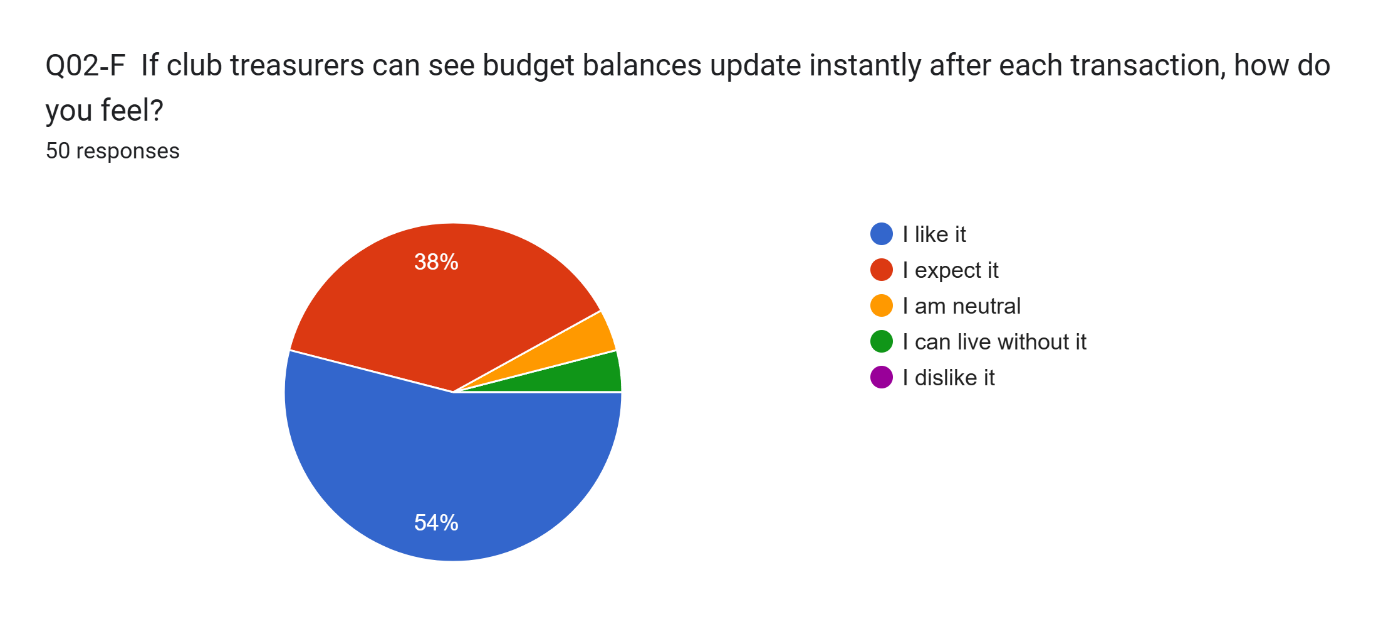
Figure 4.2.1.1

In figure 4.2.1.1 The majority (92%) responded positively (either liking or expecting the feature), suggesting the step-by-step wizard is both welcomed and expected by users. Very few were indifferent or negative about it.

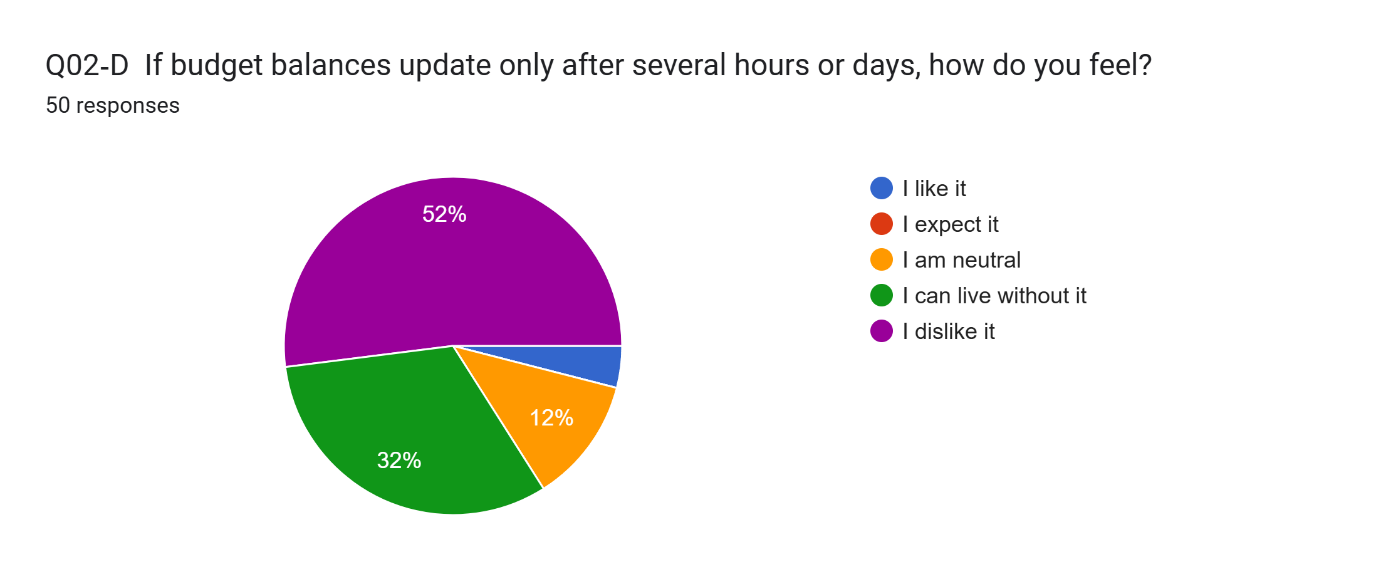
Figure 4.2.1.2

In figure 4.2.1.2 a significant majority (60%) dislike the idea of manual entry without wizard support, reinforcing the preference for a guided event-creation process. This aligns with the findings from Q01-F, where the majority liked or expected a step-by-step wizard.

**Q02 – Realtime Budget Balances**

Figure 4.2.1.3

In figure 4.2.1.3 the majority (54%) responded positively (either liking or expecting the feature), demonstrating a clear user preference for real-time budget tracking. This suggests that implementing this feature would likely enhance user satisfaction and meet user expectations effectively.

Figure 4.2.1.4

In Figure 4.2.1.4, the majority (52%) responded negatively (disliking it or tolerating it), with 32% stating they can live without it. This indicates a strong user preference for real-time budget tracking. Implementing timely balance updates would likely enhance user satisfaction and better align with user expectations.

**Q03 – Venue Search & Filter**

Forms response chart. Question title: Q03‑F  If you can search and filter campus venues by capacity, location, and available dates, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.5

In Figure 4.2.1.5, the overwhelming majority (92%) responded positively, either liking or expecting the venue filtering feature. This demonstrates a strong user demand for advanced search capabilities. Implementing this feature would likely enhance usability and significantly improve user experience by aligning closely with user needs and expectations.

Forms response chart. Question title: Q03‑D  If there is no searchable venue database and venue details must be found manually, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.6

In Figure 4.2.1.6, the majority of users (80%) responded negatively to the lack of a searchable venue database. This suggests that manual searching significantly hinders user experience. Introducing a searchable system would likely improve usability and better meet user expectations for efficiency and convenience.

**Q04 – Online RSVP**

Forms response chart. Question title: Q04‑F  If members can RSVP for club events online with one click, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.7

In Figure 4.2.1.7, an overwhelming **94%** of users reacted positively to the one-click online RSVP feature, either liking or expecting it. This clearly reflects a strong demand for streamlined, user-friendly event registration. Implementing this feature would likely enhance engagement and overall satisfaction with club event management.

Forms response chart. Question title: Q04‑D  If there is no online RSVP function and members must sign up through other means, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.8

In Figure 4.2.1.8, nearly all respondents (98%) reacted unfavourably to the lack of an online RSVP feature. This indicates a strong user expectation for streamlined digital event registration. Implementing an online RSVP function would likely address user frustrations and greatly enhance the event sign-up experience.

**Q05 – QR / NFC Attendance Capture**

Forms response chart. Question title: Q05‑F  If event attendance can be recorded instantly by scanning a QR code or tapping NFC, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.9

In Figure 4.2.1.9, a strong majority (90%) responded positively to instant attendance recording through QR codes or NFC, either liking or expecting the feature. This reflects a clear user preference for efficient, contactless attendance tracking methods. Implementing this technology would likely enhance event management and user satisfaction.

Forms response chart. Question title: Q05‑D  If attendance is recorded using paper lists or manual entry only, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.10

In Figure 4.2.1.10, most users (90%) responded unfavorably toward manual attendance recording methods. This indicates a strong preference for more efficient, automated systems. Moving away from manual processes to digital attendance recording would likely improve user satisfaction and streamline event management.

**Q06 – Export Financial Data to CSV**

Forms response chart. Question title: Q06‑F  If treasurers can export all financial records to CSV for analysis, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.11

In Figure 4.2.1.11, **90%** of respondents reacted positively, either liking or expecting the CSV export feature. This indicates a strong user demand for easy access to financial data for analysis. Implementing this feature would likely enhance financial transparency and support better decision-making.

Forms response chart. Question title: Q06‑D  If financial data cannot be exported and must be copied manually, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.12

In Figure 4.2.1.12, the majority(82%) of users expressed dissatisfaction or indifference toward the lack of export functionality for financial data. This highlights a clear user preference for streamlined, automated data export options. Providing an export feature would likely improve efficiency and better meet user expectations.

**Q07 – Online Membership Application**

Forms response chart. Question title: Q07‑F  If prospective members can submit a membership request online, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.13

In Figure 4.2.1.13, an overwhelming **90%** of users responded positively to online membership requests, either liking or expecting the feature. This highlights a clear demand for convenient and accessible membership application processes. Implementing this feature would likely increase engagement and streamline member onboarding.

Forms response chart. Question title: Q07‑D  If prospective members have to apply in person or by email only, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.14

In Figure 4.2.1.14, most users (92%) reacted negatively or indifferently to the lack of an online membership application option. This suggests a strong preference for more convenient, digital application methods. Introducing an online membership request feature would likely improve user satisfaction and accessibility.

**Q08 – Personal Dashboard**

Forms response chart. Question title: Q08‑F  If each user sees a personalised dashboard with upcoming events, role tasks, and budget graphs, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.15

In Figure 4.2.1.15, a strong **92%** of users responded positively to the idea of personalized dashboards. This demonstrates a clear demand for tailored, informative interfaces that enhance user engagement and organization. Implementing personalized dashboards would likely improve overall user satisfaction and productivity.

Forms response chart. Question title: Q08‑D  If the system has no personal dashboard and users must navigate multiple pages for this information, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.16

In Figure 4.2.1.16, most users (90%) responded negatively or indifferently to the lack of a personalized dashboard. This indicates a strong preference for consolidated, easy-to-access information. Implementing a personal dashboard would likely enhance user experience by simplifying navigation and improving accessibility.

**Q09 – Event Reminder Alerts**

Forms response chart. Question title: Q09‑F  If the system sends you reminders for events you marked as “Interested”, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.17

In Figure 4.2.1.17, the majority of users (78%) showed a positive preference for receiving event reminders. This indicates that implementing reminder notifications could effectively increase engagement and help users stay informed about events of interest.

Forms response chart. Question title: Q09‑D  If the system does not send reminders for your “Interested” events, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.18

In Figure 4.2.1.18, most users (96%) reacted negatively or indifferently to not receiving reminders for events they are interested in. This highlights a clear preference for reminder notifications as a feature to keep users engaged and informed.

**Q10 – In-System Messaging**

Forms response chart. Question title: Q10‑F  If members can message each other within the system, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.19

In Figure 4.2.1.19, a strong majority (90%) of users expressed positive sentiments towards an internal messaging feature. This indicates a clear user expectation for integrated communication tools. Implementing member messaging would likely enhance connectivity and collaboration within the system.

Forms response chart. Question title: Q10‑D  If there is no internal messaging and members must use external apps, how do you feel?
. Number of responses: 50 responses.Figure 4.2.1.20

In Figure 4.2.1.20, most users (92%) responded negatively or indifferently to the lack of internal messaging. This suggests a strong preference for integrated communication within the system to improve convenience and user experience.

**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** | [brainstorm session.mp4](https://mmuedumy-my.sharepoint.com/:v:/r/personal/1211109038_student_mmu_edu_my/Documents/brainstorm%20session.mp4?csf=1&web=1&e=PshxP6&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D), [Brainstorm\_log.docx](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Raw/Brainstorm/Brainstorm_log.docx) |

**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 Meeting Recording Link**

Meeting Recording link: [brainstorm session.mp4](https://mmuedumy-my.sharepoint.com/:v:/r/personal/1211109038_student_mmu_edu_my/Documents/brainstorm%20session.mp4?csf=1&web=1&e=PshxP6&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D)

**4.3.3 Meeting Transcript**

[Brainstorm\_log.docx](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Raw/Brainstorm/Brainstorm_log.docx)

0:06  
Hi everyone.

0:07  
Both today is to surface every key requirement for our student club management system and take each one as dissatisfier, satisfier or the lighter.

0:18  
So let's start with the must have requirement for the dissatisfier.

0:25  
I believe the system should include a secure online club registration process that automatically route the submission to the student affair for approval.

0:33  
So when the student tried to apply for a for a club, they will get like they will be able to upload file and have the ability for status tracking too.

0:45  
I see in my opinion right.

0:47  
I think implement implement the multi factor auto auto applications for secure login also is important for the system.

0:59  
With you one I agree with you.

1:03  
I also think that the system has that club officers assign rules such as president, treasurer and secretary without relying on external spreadsheets.

1:15  
If that is the case, oh continue continue on.

1:22  
Sorry for cutting it off.

1:25  
We also need clear role based assess so members officer and I mean and I mean you see only the data I mean for them.

1:37  
If that is the case, then automatic notification must be sent for on must be sent on every approval rejection or updates through e-mail and in app and in app banners.

1:50  
I also think that provide provide the accessibility features like high, high contract mode, adjustable front size and full keyboard navigation is important.

2:04  
It is also the key importance for our system.

2:13  
Full summary of dissatisfier are secure in secure club registration, secure in authentication, role assignment, role based assess operation, automatic notification and accessibility feature.

2:28  
Next we move on to the satisfier OK for what I think for the satisfiers right, I think also a personal dashboard that shows up top events by direct graphs and action.

2:47  
We might we might just scope good choice for our system.

2:59  
We should also deliver reminder alerts such as push or emails and 24 hours before any events and member mark as interested.

3:11  
Another idea is to enable member to member messaging.

3:14  
So within within each club, the members can message each other and that will ease a lot of like centralized it will centralized the communication.

3:25  
See now let me summarise it.

3:27  
So the some summary of the satisfier personal dashboard reminder alerts for interested event and in app member messaging.

3:37  
Now let's move on to the director for the delighters.

3:42  
I believe the system should also suggest the best menu based on the event type and the expected attendance and the availability date.

3:52  
That's a good idea.

3:53  
I also think that introduce a gaming situations, budgets and points to reward active participations and developments is important.

4:09  
No, I like the idea.

4:10  
I think on my part I want to suggest to provide cloud leader analytics that visualize attendance and budget trends over time.

4:19  
Other than that we also need to send mobile push notification for critical update especially for officer and event organiser.

4:28  
We could also recommend similar clubs to users based on their like stated stated interests and joint activities.

4:41  
That's a good idea.

4:42  
Also.

4:43  
I think we also can add the add the functions like allow QR code sign in from mobile to web sessions similar to WhatsApp web.

4:56  
OK, through the summary of the later venue auto suggestion unification budget of point cloud leader analyst fix mobile push notification, similar cloud recommendation and QR code sign in.

5:19  
OK, that's all recording will stop now.

5:25  
OK, then going to.

**4.3.4 Brainstorming Derived Requirements**

|  |  |  |
| --- | --- | --- |
| **Req ID** | **Requirement Statement** | **Kano Category** |
| 1 | Secure online club registration | Dissatisfiers |
| 2 | Secure login authentication | Dissatisfiers |
| 3 | Club officers can assign roles (President, Treasurer, etc.) | Dissatisfiers |
| 4 | User roles clearly separated (member / officer / admin) | Dissatisfiers |
| 8 | System sends automatic notifications on approvals / rejections / updates | Dissatisfiers |
| 9 | Accessibility features (colour contrast, font change, etc) | Dissatisfiers |
| 17 | Personal dashboard with upcoming events, budget graphs, reminders | Satisfiers |
| 18 | Reminder alerts before “interested” events | Satisfiers |
| 19 | Ability for Club Members to message each other | Satisfiers |
| 20 | Auto suggest optimal venue based on event type & expected attendance | Delighters |
| 21 | Gamification (badges / points) for active participation | Delighters |
| 22 | Club leader analytics (attendance & budget trends) | Delighters |
| 23 | Mobile push notifications for critical updates | Delighters |
| 24 | Recommendation of similar clubs based on interests | Delighters |
| 25 | QRcode sign in to web account via mobile app | Delighters |

**4.4 Document Analysis (T4)**

|  |  |
| --- | --- |
| **Field** | **Information** |
| Objective | Derive non-negotiable, policy-driven requirements from official university documents. |
| Documents Analysed | Manual Pelaksanaan Aktiviti Pelajar (V5) • Panduan Tuntutan Kewangan Aktiviti Pelajar |
| Evidence Files | Annotated PDFs ([ManualPelaksanaanV5\_highlighted.pdf](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/ManualPelaksanaanV5_highlighted.pdf), [PanduanTuntutan\_highlighted.pdf](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/PanduanTuntutan_highlighted.pdf)), Highlight screenshots in [/Docs/Screenshots/](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/tree/main/Elicitation/Docs/Screenshots) |

**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 | * “Jawatankuasa Aktiviti” * “Anggaran Perbelanjaan & Pendapatan” * “Senarai jawatankuasa pelaksana aktiviti. (format .doc)” | [roles\_p4.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/roles_p4.png) |
| 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” | [carta\_alir\_create\_event\_p13.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/carta_alir_create_event_p13.png) |
| 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…” | [budget\_tracking\_p3.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/budget_tracking_p3.png) |
| 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.” | [approval\_clause\_p1.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/approval_clause_p1.png) |
| 7 (cont.) | — | Panduan Tuntutan Kewangan | § 3 “Tuntutan Bayaran Perkhidmatan/Bekalan” p. 3 | “Pembayaran … mengikut jumlah tuntutan yang diluluskan…” | [approval\_clause\_p3.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/approval_clause_p3.png) |

**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 | [roles\_p4.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/roles_p4.png) |
| 5 | Leader can create new events (policy-compliant steps) | Dissatisfier | [carta\_alir\_create\_event\_p13.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/carta_alir_create_event_p13.png) |
| 6 | Leader can view & track club budget balance | Dissatisfier | [budget\_tracking\_p3.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/budget_tracking_p3.png) |
| 7 | Admin can approve or reject budget requests | Dissatisfier | [approval\_clause\_p1.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/approval_clause_p1.png), [approval\_clause\_p3.png](https://github.com/taizhixuan/TT5L_G1_Requirements_Project/blob/main/Elicitation/Docs/Screenshots/approval_clause_p3.png) |

**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”: <https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf> |
| 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”:  <https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf> |
| 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”:  <https://hep.upm.edu.my/upload/dokumen/20221202162707Manual_Pelaksanaan_Aktiviti_Pelajar_%28V5%29.pdf> |
| 7 | Admin can approve or reject budget requests | D | Dissatisfiers | Panduan Tuntutan Kewangan Aktiviti Pelajar – § 1 “Maklumat Am” & § 3 “Tuntutan Bayaran Perkhidmatan/Bekalan”: <https://hep.upm.edu.my/upload/dokumen/20210704210921PANDUAN_TUNTUTAN_KEWANGAN_AKTIVITI_PELAJAR_%28FINAL2%29.pdf> |
| 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: [CornellUniversity](https://cornell.campusgroups.com/home_login) |
| 12 | Searchable venue database (location, size, availability) | S, O | Satisfiers | 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%) ;  Observation of existing system –  ST Putra Facility Booking System (live system):  [SISTEM TEMPAHAN](https://stputra.upm.edu.my/tempahan.php?kriteriaCarian=1) |
| 13 | RSVP system for members to register for events | S, O | Satisfiers | 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%);  Observation of existing system – Eventbrite online eventmanagement platform  [Eventbrite](https://www.eventbrite.com/) |
| 14 | Attendance tracking via QR / NFC at events | S, O | Satisfiers | |  | | --- | |  |   Survey Q05 – 90% Positive: "I like it" (58%) + "I expect it" (32%); 90% Negative/Tolerate: "I dislike it" (64%) + "I can live without it" (26%) ;  Observation of existing system – Campus Labs Event Check‑in app: scan event‑pass QR codes to check in. [Google Play](https://play.google.com/store/apps/details?hl=en_US&id=com.campuslabs.checkins&utm_source=chatgpt.com) |
| 15 | Ability to export financial data to CSV | S , O | Satisfiers | Survey Q06 – 90% Positive: "I like it" (58%) + "I expect it" (32%); 82% Negative/Tolerate: "I dislike it" (46%) + "I can live without it" (36%)  Observation of existing system – Campus Labs Event Check‑in app: scan event‑pass QR codes to check in. [Google Play](https://play.google.com/store/apps/details?hl=en_US&id=com.campuslabs.checkins&utm_source=chatgpt.com) |
| 16 | Interested students can apply to join a club online | S, O | Satisfiers | Survey Q07 – 90% Positive: "I like it" (64%) + "I expect it" (26%); 92% Negative/Tolerate: "I dislike it" (50%) + "I can live without it" (42%) ;  Observation of existing system – Cornell CampusGroups: [CornellUniversity](https://cornell.campusgroups.com/home_login) |
| 17 | Personal dashboard with upcoming events, budget graphs, reminders | S, B, O | Satisfiers | 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%) ;  brainstorm\_log.md ;  Observation of existing system – PUTRA Presence eventattendance platform (existing mobile/web system):  [PUTRAPresence](https://putrapresence.upm.edu.my/) |
| 18 | Reminder alerts before “interested” events | S, B, O | Satisfiers | 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%) ;  brainstorm\_log.md ;  Observation of existing system – Eventbrite online eventmanagement platform  [Eventbrite](https://www.eventbrite.com/) |
| 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 | Autosuggest optimal venue based on event type & expected attendance | B | Delighter | brainstorm\_log.md |
| 21 | Gamification (badges / points) 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**

The elicitation campaign met its objectives in full. Across the four techniques we captured 25 distinct functional requirements: 9 Dissatisfiers, 10 Satisfiers, and 6 Delighters (Section 5). Triangulating policy clauses, realworld system observations, quantitative survey data (n = 50 responses), and team ideation provided high confidence in both completeness and accuracy:

* Compliance assurance — Document analysis guarantees that mandatory university rules (e.g., finance approval gates) are embedded as Dissatisfiers.
* User‑centred validity — Survey responses and observation logs align, confirming strong demand for features such as realtime budget views and ‑oneclick‑ RSVP.
* Innovation potential — Brainstorming surfaced aspirational ideas (e.g., venue autosuggest, gamification) that can differentiate the SCMS without jeopardising core scope.

With an evidencebacked Kano matrix in place, the next steps are to:

1. Transfer the classified requirements into the ISO/IEC/IEEE 29148compliant SRS draft, adding precise statements, acceptance criteria, and priority tags.
2. Establish a bidirectional traceability matrix linking each requirement to its proof artefact and future design / test cases.
3. Engage stakeholders for validation workshops to close any residual gaps before freezing the baseline for design.

By grounding all future design and planning activities in this validated requirement set, the project is wellpositioned to deliver a system that is compliant by default, satisfying to everyday users, and capable of delighting its most active club communities.

**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 5point 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 ≈ 7 minutes. Your answers are confidential and will only be used for course research.

**Questionnaire Items**

|  |  |  |
| --- | --- | --- |
| # | Item | Question text |
| Q01F | Guided event wizard | If the system offers a stepbystep wizard that helps club leaders create events quickly and correctly, how do you feel? |
| Q01D | — | If the system does NOT provide a stepbystep eventcreation wizard and leaders must enter all details manually, how do you feel? |
| Q02F | Realtime budget balances | If club treasurers can see budget balances update instantly after each transaction, how do you feel? |
| Q02D | — | If budget balances update only after several hours or days, how do you feel? |
| Q03F | Venue search & filter | If you can search and filter campus venues by capacity, location, and available dates, how do you feel? |
| Q03D | — | If there is no searchable venue database and venue details must be found manually, how do you feel? |
| Q04F | Online RSVP | If members can RSVP for club events online with one click, how do you feel? |
| Q04D | — | If there is no online RSVP function and members must sign up through other means, how do you feel? |
| Q05F | QR / NFC attendance | If event attendance can be recorded instantly by scanning a QR code or tapping NFC, how do you feel? |
| Q05D | — | If attendance is recorded using paper lists or manual entry only, how do you feel? |
| Q06F | Export financial data | If treasurers can export all financial records to CSV for analysis, how do you feel? |
| Q06D | — | If financial data cannot be exported and must be copied manually, how do you feel? |
| Q07F | Online membership request | If prospective members can submit a membership request online, how do you feel? |
| Q07D | — | If prospective members have to apply in person or by email only, how do you feel? |
| Q08F | Personal dashboard | If each user sees a personalised dashboard with upcoming events, role tasks, and budget graphs, how do you feel? |
| Q08D | — | If the system has no personal dashboard and users must navigate multiple pages for this information, how do you feel? |
| Q09F | Event reminders | If the system sends you reminders for events you marked as “Interested”, how do you feel? |
| Q09D | — | If the system does not send reminders for your “Interested” events, how do you feel? |
| Q10F | Insystem messaging | If members can message each other within the system, how do you feel? |
| Q10D | — | If there is no internal messaging and members must use external apps, how do you feel? |