Elicitation Plan Document

For

UniComm

Group No.: 5 (TT4L)

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1 Elicitation Plan Using the Kano Model

This section outlines the planned approach for requirements elicitation using the Kano Model. The Kano Model helps classify requirements into categories that impact user satisfaction: Dissatisfiers (basic needs), Satisfiers (performance needs), and Delighters (excitement features). Before actual elicitation, an assumption is made regarding the expected Kano categories that each elicitation method will likely uncover. These assumptions guide the planning and focus of the elicitation process.

Assumptions:

- Observation is expected to identify: Dissatisfiers, Satisfiers
- KJ Method is expected to identify: Dissatisfiers, Satisfiers, Delighters
- Questionnaire is expected to identify: Dissatisfiers, Satisfiers, Delighters

2 Requirements Elicitation Techniques

This section outlines the primary techniques used to gather system requirements directly from stakeholders. These methods focus on identifying needs, expectations, and pain points to ensure the final system meets user demands.

2.1 Questionnaires

Questionnaires are structured sets of questions distributed to stakeholders to collect quantitative and qualitative data. This method is effective for reaching a large audience and gaining insight into general user expectations, satisfaction levels, and desired system features. The table following shows the questions we prepare to ask in each questionnaire and their expected Kano Model Category.

Stakeholder	**Question/Feature**	**Expected Kano Model Category**
Admin	User role management	Dissatisfier
Admin	System access logs	Dissatisfier
Admin	Fee reporting	Satisfier
Admin	Enrollment statistics dashboard	Satisfier
Admin	Advanced analytics dashboard (performance, attendance, fees)	Delighter
Admin	Suggestions for new features	N/A – Feedback collection
Parent	SMS grade notifications	Dissatisfier
Parent	Fee payment reminder notifications	Dissatisfier
Parent	Billing statement view	Satisfier
Parent	Communication with lecturers/admins	Delighter

Parent	Automatic grade push (no login needed)	Delighter
Parent	Achievement highlights notifications	Delighter
Parent	Suggestions for new features	N/A – Feedback collection
Lecturer	Grade input system	Dissatisfier
Lecturer	Secure access (role-based login)	Dissatisfier
Lecturer	Digital attendance system	Dissatisfier
Lecturer	Student progress overview	Satisfier
Lecturer	Auto-generated academic reports	Satisfier
Lecturer	Performance alerts for at-risk students	Delighter
Lecturer	Suggestions for new features	N/A – Feedback collection
Student	Secure login system	Dissatisfier
Student	View academic grades (past/current)	Dissatisfier
Student	Organized class schedule view	Dissatisfier
Student	Subject details view	Satisfier
Student	Personalized assignment/exam reminders	Delighter
Student	Suggestions for new features	N/A – Feedback collection

2.2 Observation

Observation involves watching users interact with current systems or perform tasks in real-world environments. This method helps uncover implicit needs and dissatisfiers that may not be mentioned in interviews or surveys, such as usability issues or inefficient workflows.

Stakeholder	**System to Observe**	**Planned Observation Focus**	**Purpose of Observation**
Student	Campus Management System (CMS)	How students access academic data, schedules,	To identify overly complex workflows and unnecessary

		and receive notifications	exposure to sensitive data
Lecturer	Campus Management System (CMS)	How lecturers manage grades, attendance, and student reports	To understand pain points in navigating multifunctional systems
Admin	Campus Management System (CMS)	How admins manage roles, access, logs, and reporting features	To evaluate system complexity and feature overload
Parent	SMS Notification System and Informal Communication	How parents receive and interpret updates about their child	To assess the relevance and sufficiency of current communications

3 Assistance Requirements Elicitation Techniques

This section introduces supporting techniques used to supplement primary elicitation efforts. These methods help synthesize, organize, and prioritize requirements gathered through other means.

3.1 KJ Method

The KJ Method is a collaborative brainstorming technique used to group ideas and issues into themes. It helps teams make sense of large volumes of data, identify patterns, and highlight both common needs and unique, innovative features (delighters).

3.1.1 Goal

Collect and organize stakeholder needs (students, lecturers, administrators, parents) to guide portal development.

3.1.2 Preparation

- **Tool**: Anonymous Microsoft Forms survey with 4 questions:
    1. **Students**: Most-needed features (e.g., class schedules, grades).
    2. **Lecturers**: Tools for academic management (e.g., attendance, alerts).
    3. **Admins**: Daily task support (e.g., enrollment, messaging).
    4. **Parents**: Desired updates (e.g., attendance, fees).

3.1.3 Execution

- **Session**: Online meeting with moderated discussion.
- **Process**:
    - Share all responses visually (e.g., digital cards).
    - Group similar ideas (e.g., "Notifications" for students/parents).
    - Identify overlaps (e.g., SMS alerts requested by parents/lecturers).

3.1.4 Analysis & Documentation

- **Recording**:
    - Summarize responses during the session.
    - Document grouped themes and priorities.
- **Distribution**:
    - Results will be shared with all team members post-session