Elicitation Execution Document

For

UniComm

Group No.: 5 (TT4L)

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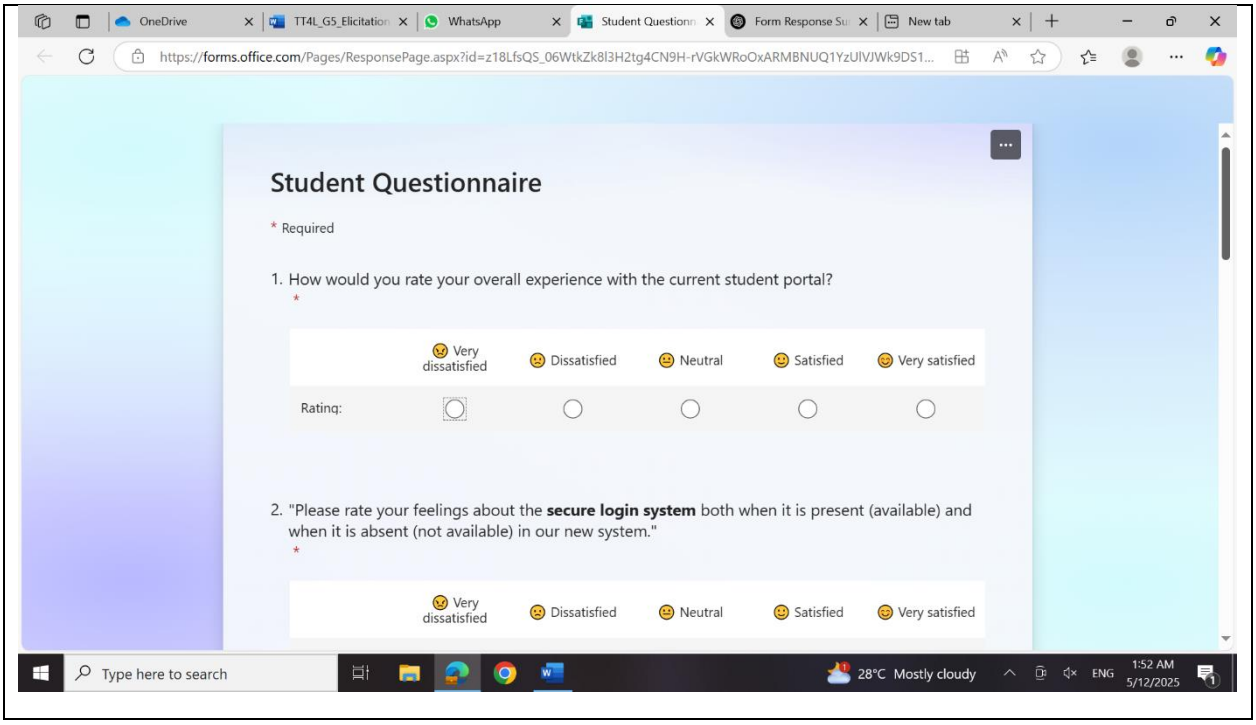
1 Requirements Elicitation Techniques Execution

1.1 Questionnaires

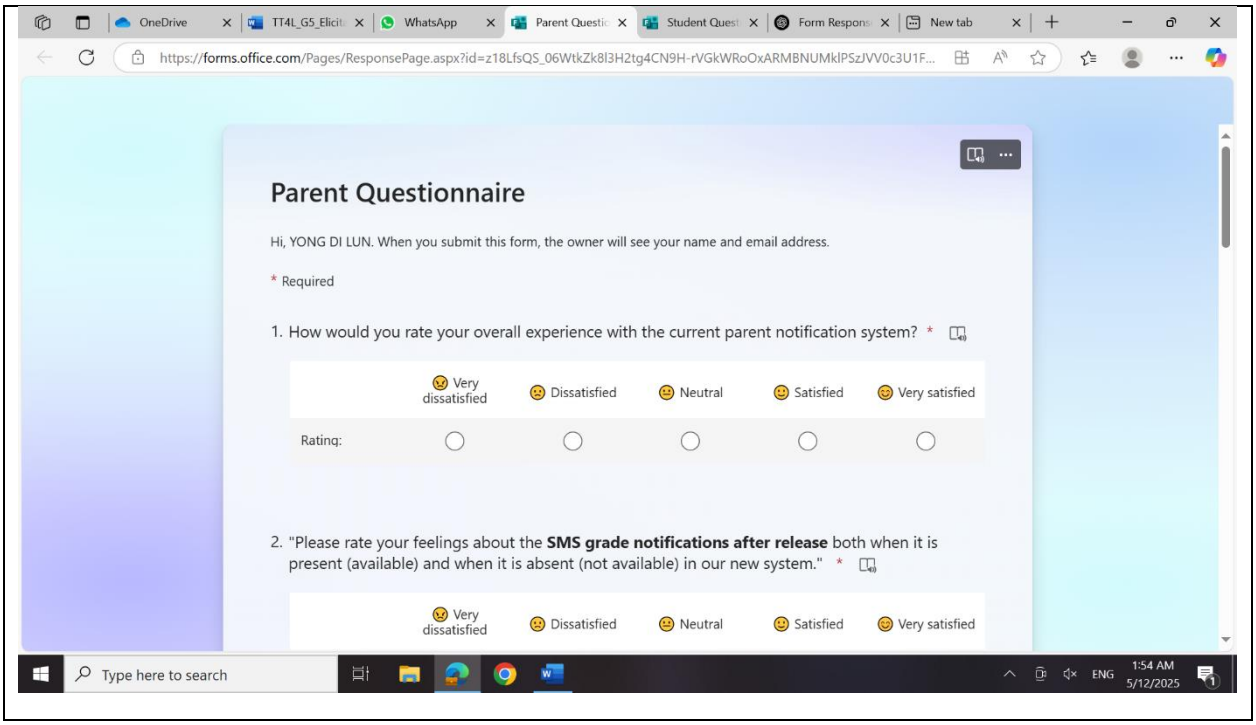
Our team prepared and distributed four separate questionnaires for administrative students, parents, lecturer, and administrator on 1/5/2025. The distribution period ended on 12/5/2025. We have got 20 responses from students, 9 responses from parents, 2 responses from lecturer and 1 response from administrator.

1.1.1 Screenshot for 4 questionnaires

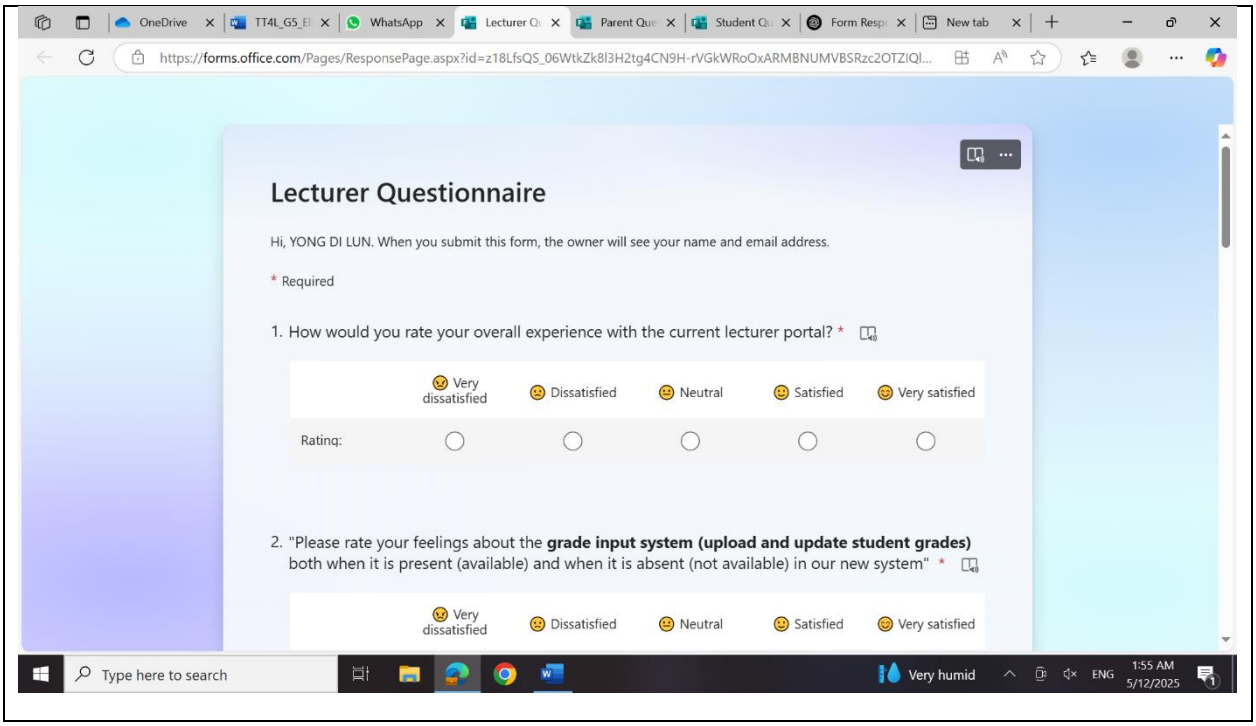
Screenshot for Student Questionnaire:



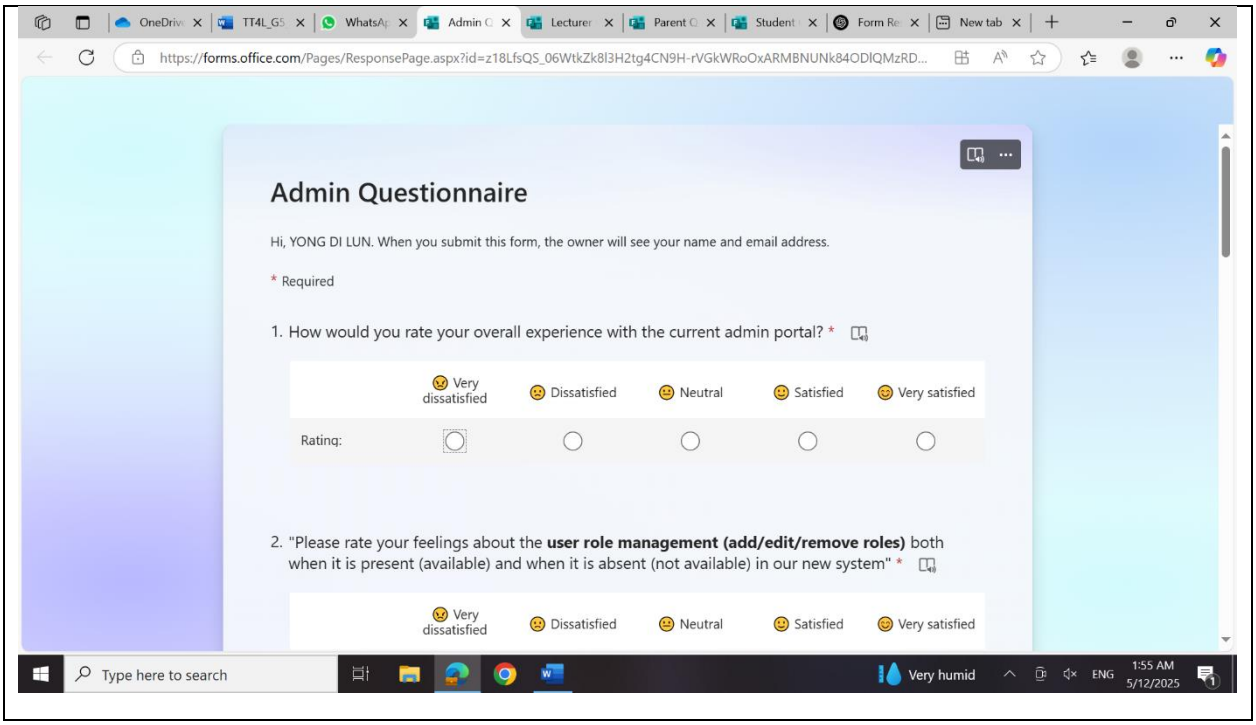
Screenshot for Parent Questionnaire



Screenshot for Lecturer Questionnaire

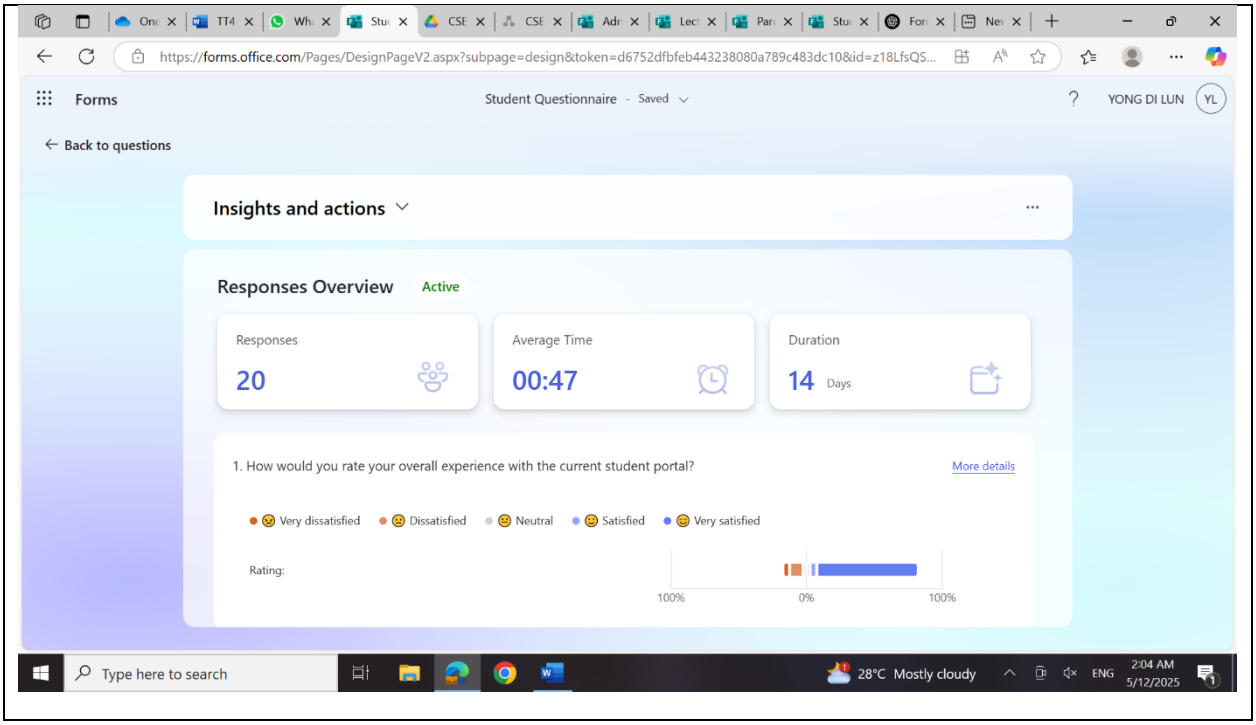


Screenshot for Administrator Questionnaire

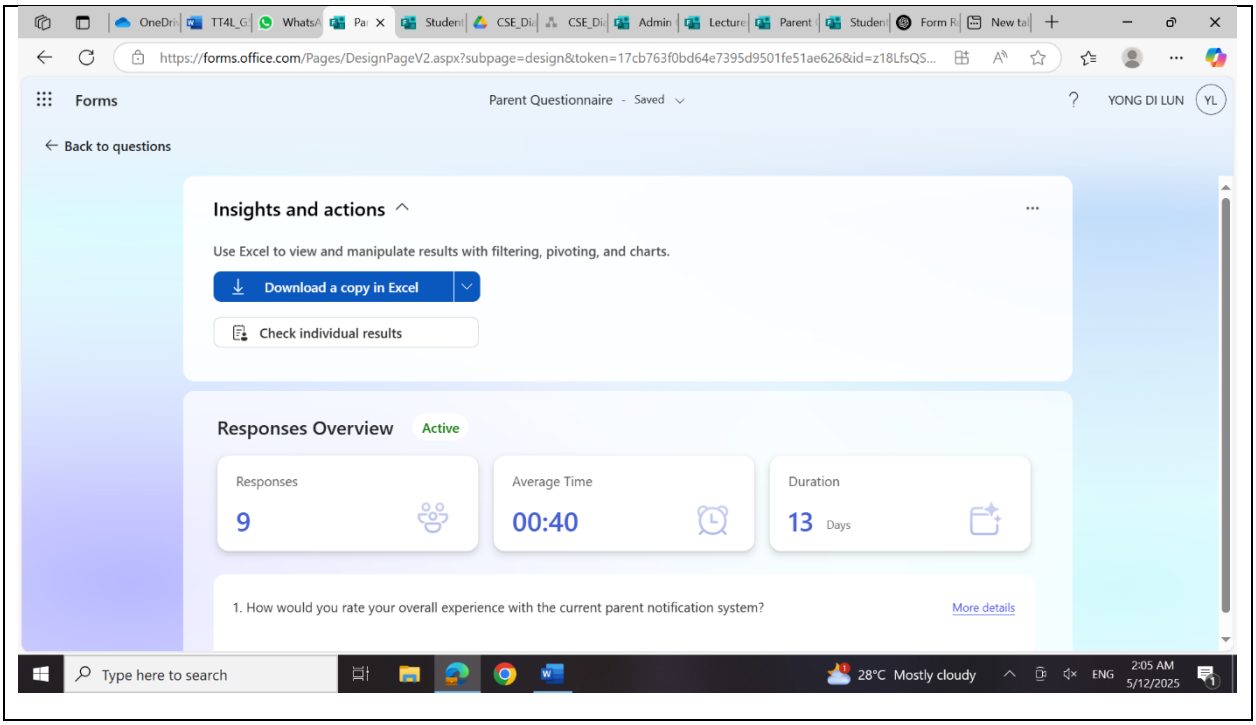


1.1.2 Screenshot for responses of 4 questionnaires

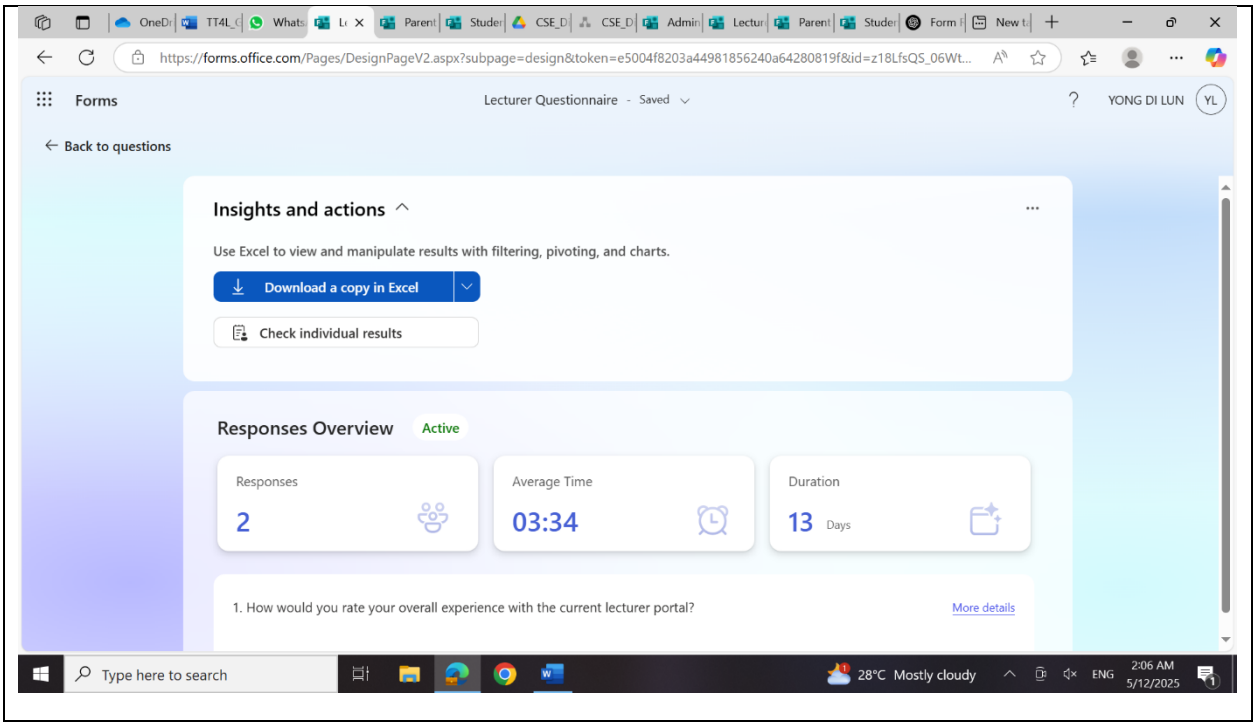
Screenshot for response of Student Questionnaire:



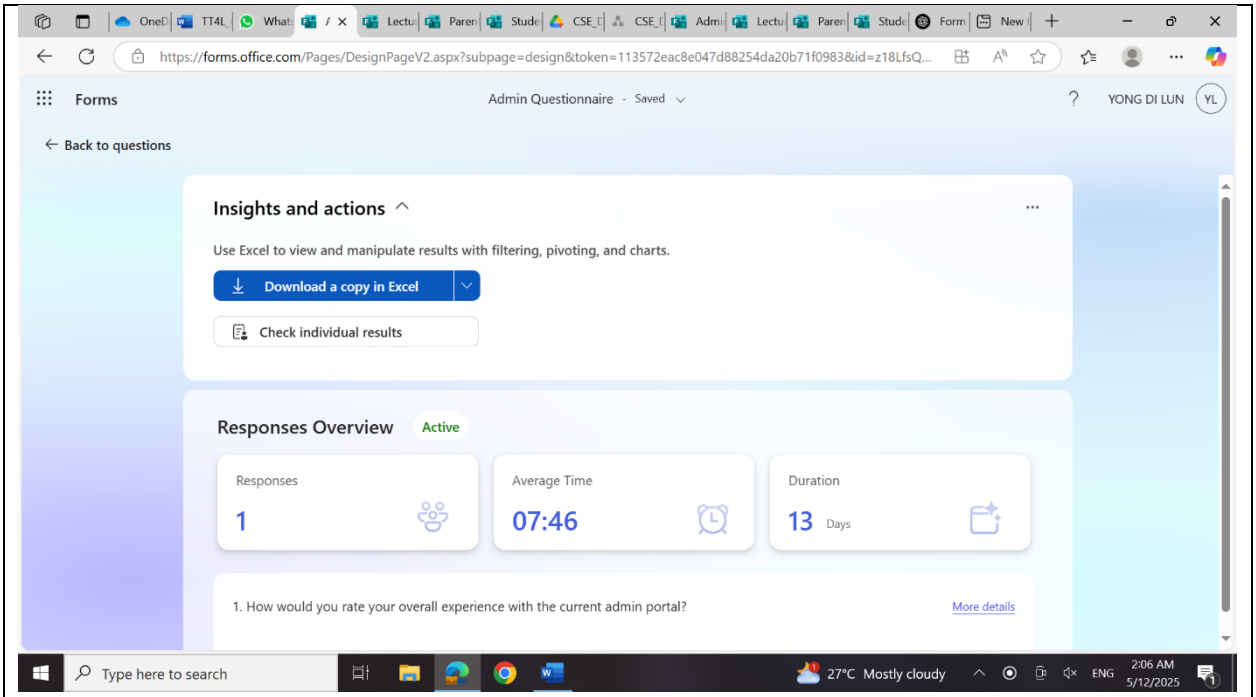
Screenshot for response of Parent Questionnaire:



Screenshot for response of Lecturer Questionnaire:



Screenshot for response of Administrator Questionnaire:



1.1.3 Result for responses of 4 questionnaires

Result for student questionnaires:

Student	Secure login system	Dissatisfier
Student	View academic grades (past/current)	Dissatisfier
Student	Organized class schedule view	Satisfier
Student	Subject details view	Satisfier
Student	Personalized assignment/exam reminders	Delighter

Result for parent questionnaires:

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

Result for lecturer questionnaires:

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

Result for Admin questionnaires:

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

1.2 Observation

This section presents the findings from our observations of different user groups interacting with the current Campus Management System (CMS) from 29 /4/2025 to 1/5/2025. By analyzing how students, lecturers, administrators, and parents engage with the system, we identified both the strengths and limitations of the existing platform. These observations informed the design direction of our proposed Student Monitoring System, which aims to simplify access, enhance usability, and deliver tailored functionality for each stakeholder group. The goal is to ensure that each user has access only to the most relevant features, reducing complexity while maintaining essential capabilities.

1.2.1 Observation on Student

Based on our observation of the current Campus Management System (CMS), students are provided with extensive access to academic and administrative tools such as personal information, campus finances, enrollment, attendance, class schedule, academic records, examinations, final year project, industrial training, and more. These features allow students to monitor their academic progress and engage with the university ecosystem through modules like surveys, e-voting, and campus lifestyle.

However, the current CMS presents an overwhelming number of features and contains a significant amount of sensitive student data. This complexity can make the system difficult to navigate for everyday student needs. Our project proposes a simplified platform targeted specifically for students, providing only the most essential academic information and monitoring tools. This approach will improve usability, enhance security by limiting access to sensitive CMS modules, and make the system more student friendly.

1.2.2 Observation on Lecturer

We observed that lecturers using the CMS have access to features such as attendance tracking, class scheduling, enrollment management, student evaluation (OBE achievement), academic progression monitoring, and supervision roles for final year projects and industrial training. They may also engage in survey participation and academic voting.

Despite the availability of these tools, the current CMS contains many functions beyond what lecturers typically require for daily supervision and assessment tasks. This increases the risk of accidental access to sensitive data and results in unnecessary complexity. As part of our project, we propose developing a streamlined platform tailored for lecturers, focused only on academic tracking and student engagement features. This will reduce their reliance on the CMS while maintaining the core functionality they need.

1.2.3 Observation on Administrator

Our observation of the current CMS shows that administrators have access to a broad set of modules including admissions, academic records, student requests, academic progression, international student management, and SAPS & STAP monitoring. These roles require detailed oversight of institutional operations.

However, the existing CMS architecture is highly complex and combines responsibilities across multiple systems, making it less efficient. Given the development of our new Student Monitoring System, it is timely to also design a corresponding administrator interface dedicated to managing the new platform independently. This would support clearer data governance, streamline operations, and isolate control of student monitoring functions from the broader CMS.

1.2.4 Observation on Parent

Our observation for parents highlights a key issue: while academic updates are currently communicated through SMS (Short Messaging Service) and other indirect channels, the existing system does not provide parents with direct access to detailed academic information. As a result, parents often find it difficult to obtain the specific updates they need—such as attendance records, performance reports, disciplinary notices, and important academic milestones—because the messages are often too general, delayed, or inconsistent.

To address this issue, our project may need to implement an improved SMS notification system that delivers more structured, relevant, and timely information. Additionally, we

propose developing a more customized and simplified platform for administrators and lecturers, enabling them to efficiently compose and send targeted SMS messages to parents. This would help ensure that parents receive clear, focused updates about their child's academic journey, potentially improving communication and engagement while bridging the current information gap.

2 Assistance Requirements Elicitation Techniques Execution

2.1 KJ Method

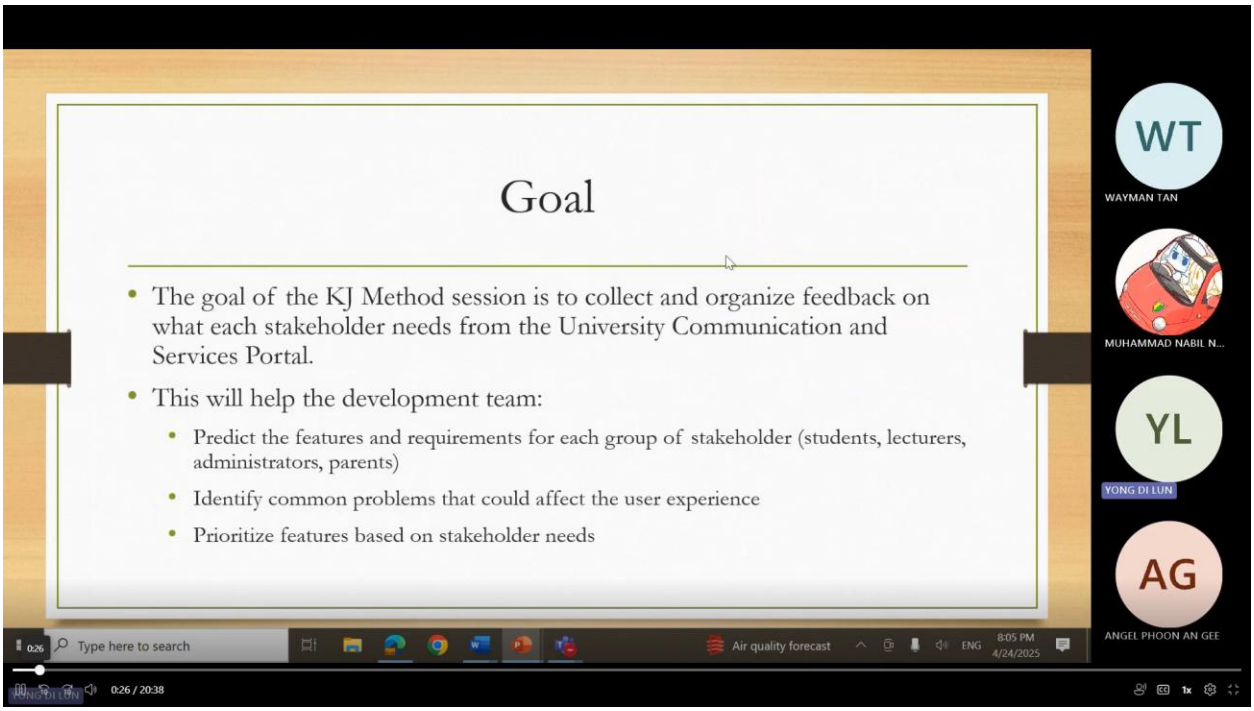
Our team distributed a Microsoft Form to collect responses on 22 April 2025. After gathering all the responses, Yong Di Lun hosted a KJ meeting on 24 April 2025. The KJ Method is used to systematically collect, organize, and prioritize the needs and expectations of stakeholders for the University Communication and Services Portal. Stakeholders include students, lecturers, administrators, and parents. This method ensures that all viewpoints are considered and helps in forming a clear direction for portal development.

2.1.1 KJ Execution Prove

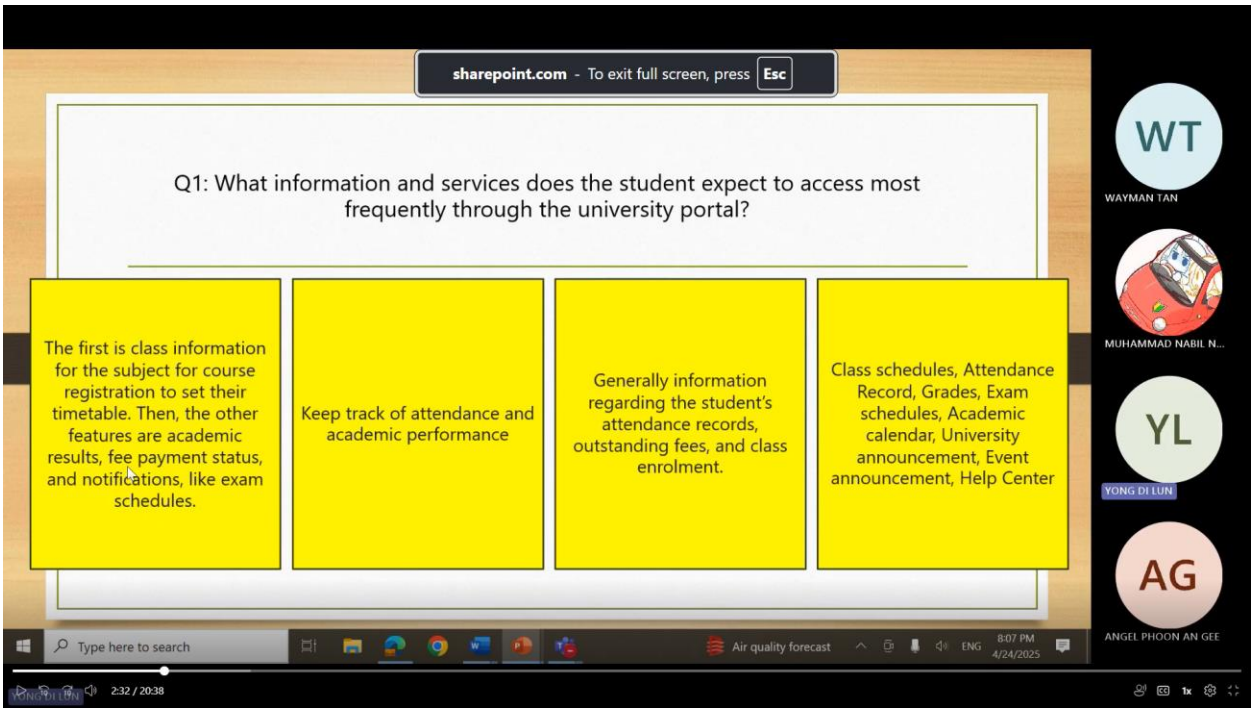
This section demonstrates the actual execution of the KJ Method session. It includes evidence collected during the online meeting such as screenshots and video recordings. The process was conducted via Microsoft Teams, where participants contributed their inputs and the moderator read out each response to ensure clarity and consensus.

2.1.1.1 KJ Screenshot

Screenshots were taken during the live session to capture the responses, clustering process, and outcome of the KJ method discussion. These screenshots serve as evidence of stakeholder participation and the systematic approach in organizing their needs.



Screenshot illustrates moderator sharing goals of the KJ Method



Screenshot illustrates moderator sharing response of KJ Method

2.1.1.2 KJ Video

The entire KJ Method execution session was recorded through Microsoft Teams. The video provides a visual and audio proof of the meeting, showing how feedback was collected, discussed, and organized. It highlights the collaborative effort in understanding and prioritizing the portal requirements.

The video is shared at the following link: KJ Method Video.

2.1.1.3 KJ Meeting Minute

The KJ Meeting Minute summarizes the key points and outcomes from the KJ Method session. It documents the feedback gathered from participants, the clustering of related ideas, and the prioritization of key requirements for the portal.

The minute is shared at the following link: KJ Method Minute.

2.1.2 KJ Summary

The goal of KJ Method is to collect and organize the needs of stakeholders which include students, lecturers, administrator and parents from University Communication and Services Portal.

Firstly, we gathered responses through Microsoft Teams and shared it through an online meeting. Meanwhile, the moderator will read out all the responses during the meeting.

To start off, the first question is what the expectations of information and services from student are to access the most frequently through the university portal. To summarize the responses, the main points are to keep track of attendance, academic performance, class enrollment, outstanding fees and exam schedules.

Furthermore, the second question will be what tools or features would assist the lecture in managing academic progress and attendance to students and parents. In this case, the features needed are to mark and view student attendance, input exam grades, upload course materials and make announcements through Gmail or certain platforms.

In addition, the third question is prompting about key administrative functions or data that support administrator to perform daily tasks and manage student records efficiently. The responses that we gathered are that the portal should be implemented with a flagging system which enables students and lecturers to report problems. Meanwhile, a messaging system should be included to inform students about the dateline of assignments. Besides that, student attendance, enrollment, fee tracking and academic records have to be included too.

Finally, the information that is expected to be delivered to parents is children's academic performance, attendance records, financial obligation, and disciplinary issue.