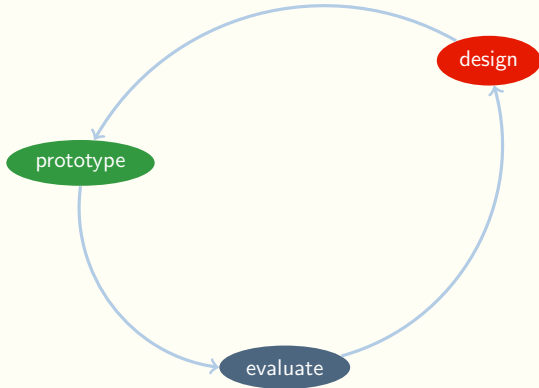


contextual inquiry, per-  
sonas, scenarios, sketching

lowfi, hifi



heuristic evaluation, usability  
testing