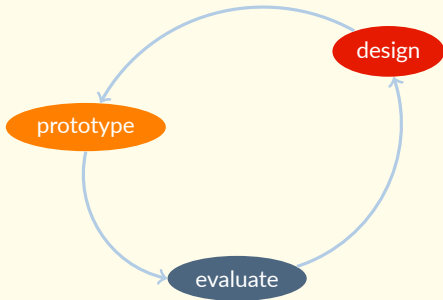


contextual inquiry, per-
sonas, scenarios, sketch-
ing

lofi, hifi



heuristic evaluation, card sort-
ing, user testing