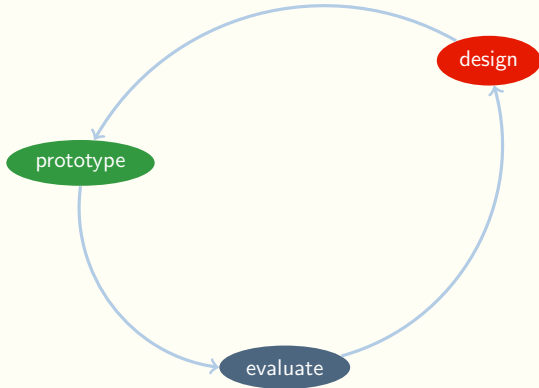


contextual inquiry, per-
sonas, scenarios, sketching

lowfi, hifi



heuristic evaluation, usability
testing