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USER-CENTERED DESIGN

CSP 588

Prof. Dennis Hood
Computer Science

Homework #1

- Study the “design” of a café:
 1. Document the workflow (communication, movement, work products / deliverables, etc.)
 2. Describe the experience of 1) the customer (requester) and 2) the worker (provider)
 3. Describe measures of experience (the purpose, units of measure, collection methods, etc.) and use them to assess the experience of specific instances that you observe
- Submit your response document (.doc or .pdf) by Feb. 3rd