

Course: Project Service Design & User Experience

credits: 5

Course code	IFVP23PRJ1	Modes of delivery	Project-based learning
Name	Project Service Design & User Experience	Assessments	Project Service Design & User Experience - Report
Study year	2026-2027		
ECTS credits	5		
Language	English		
Coordinator	H. Tebbes		

Learning outcomes

The student:

1. Analyzes the facility environment, including trends and developments, and describes the context of the facility subject;
2. Formulates a research plan for a simple facility issue, within which the relevant internal and external customers and/or stakeholders are identified and adequately surveyed and the quality of practice-oriented FM research is ensured.

Content

In a project group, the student goes through the first two steps of the research cycle to arrive at a research plan for a simple facility issue. In step one (Problem Analysis) the student analyzes the (external) facility environment and the context of the facility issue and in step two (Research Design) the methods of research are described and substantiated.

Included in programme(s)

Facility Management, major International Facility Management
International Facility Management exchange programme

School(s)

Arts, Design & Built Environment