

Course: Project Service Design & User Experience

credits: 5

Course code	IFVP25PRJ2	Modes of delivery	Project-based learning
Name	Project Service Design & User Experience	Assessments	CGI - Oral
Study year	2026-2027		Project Service Design & User Experience - Report
ECTS credits	5		
Language	English		
Coordinator	H. Tebbes		

Learning outcomes

The student:

- Investigates a simple facility issue and writes a research report about it;
- Analyzes and (re)designs a simple facility service process of an organization based on different techniques and advises on improvement of this process for the benefit of the customer experience and/or sustainability;
- Demonstrates adequate verbal skills

Content

In a project group, students experience the entire research cycle for a simple facilities issue, from defining the scope of the assignment to reporting, including making recommendations. Data are collected based on an internal and external analysis, as well as using various quantitative and qualitative methods. Based on the results of the exploratory study, students develop and report on policy for both new and existing facility services, taking recent developments and the requirements of the organisation and clients into account. Specific attention is paid to hospitality and sustainability, while the latest or adapted services are also elaborated at process and information level.

Included in programme(s)

International Facility Management exchange programme

School(s)

Arts, Design & Built Environment

share your talent. move the world.

Although every effort has been taken to ensure the accuracy of the information in the ECTS Course Catalogue, we cannot guarantee that the content and the information contained in it is always up-to-date, complete or true. Accordingly, no rights can be derived from the contents of the catalogue.