

Subject card

Subject name and code	Customer experience design (CX design), PG_00146244						
Field of study	Management and Communications in Performing Arts						
Date of commencement of studies	October 2024	Academic year of realisation of subject			2025/2026		
Education level	postgraduate studies	Subject group			Obligatory subject group in the field of study Subject group related to scientific research in the field of study		
Mode of study	full-time studies	Mode of delivery			at the university		
Year of study	2	Language of instruction			Polish The subject is conducted in Polish or English depending on staffing capabilities		
Semester of study	4	ECTS credits			2.0		
Learning profile	academic	Assessment form					
Conducting unit	Zakład Dramatu, Teatru i Widowisk -> Instytut Filologii Polskiej -> Faculty of Languages						
Name and surname of lecturer (lecturers)	Subject supervisor		dr hab. Anna Dziadkiewicz				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	0.0	15.0	0.0	0.0	0.0	15
	E-learning hours included: 0.0						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	15		1.0		34.0	50
Subject objectives	Introduction to Customer Experience Design concept - theoretical and practical approaches. Ability development to use and apply specific marketing methods in customer and user experience design specific to the field of study.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[ZKWSSMU2_W02] Has in-depth knowledge of the connections between management and quality sciences with various areas of the humanities and is aware of the problems and research opportunities arising from the connection of these areas. Has extended knowledge in the field of social sciences, with particular emphasis on the discipline of management and quality sciences, and understands their relationship with other social sciences.	Has an in-depth knowledge of the interrelationship of management and quality sciences with various areas of science, in order to select appropriate tools for the preparation of customer experience building strategies.	[SW1] oral statement/ conversation/discussion [SW3] text preparation/written work
	[ZKWSSMU2_W06] Knows in-depth a number of different methods and managerial analysis techniques supporting the economic decision-making process, and also knows the sources of data and information in the field of individual fields of social sciences.	He or she has an in-depth knowledge of a range of different methods, relating to building customer value and experience to support business decision-making, and is familiar with sources of CxDesign data and information.	[SW1] oral statement/ conversation/discussion [SW2] presentation/project/paper/ report [SW5] implementation of a problem task
	[ZKWSSMU2_U06] Is able to correctly interpret the socio-economic phenomena of the organization, current events in economic policy and economics, as well as independently plan and implement lifelong learning and guide others in the management of the organization.	Can correctly interpret the organisation's socio-economic phenomena aimed at building customer experience.	[SU1] oral statement/conversation/ discussion [SU8] observation of student's independent or team work
	[ZKWSSMU2_K04] Is ready to act in an entrepreneurial way in the field of management and organization of work in artistic institutions and to think and act in an entrepreneurial way.	He or she is capable of setting up his or her own business or acting entrepreneurially as an employee in arts institutions, using methods specific to building the customer experience.	[SK1] oral statement/conversation/ discussion [SK5] implementation of a problem task [SK8] observation of student's independent or team work
Subject contents	<ol style="list-style-type: none"> 1. Introduction to the concept of Customer Experience. 2. Marketing - theoretical and practical approaches. 3. Branding - theoretical and practical approaches. 4. Public relations - theoretical and practical approaches. 5. Principles of customer experience design. Differences between User Experience, Customer Experience and Service Design. 6. Customer Experience Management. 7. Human-Centred Design (HCD) 		
Prerequisites and co-requisites			
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	attendance	80.0%	10.0%
	project / presentation	60.0%	40.0%
	team work	60.0%	10.0%
	discussion	60.0%	40.0%
Recommended reading	Basic literature	Literature required for final course credit: I. Gałązkiewicz, Projektowanie doświadczeń, Wyd. Słowa i Myśli, 2017. A. Urbański, L. Dięwa, Tworzenie doświadczeń klientów, Helion, 2020. K. Wojciechowska, Customer Experience Management. Moc pozytywnych doświadczeń, OnePress, 2020.	
	Supplementary literature	Supplementary literature - UX Magazine, quarterly.	
	eResources addresses	Adresy na platformie eNauczanie:	

Example issues/ example questions/ tasks being completed	1. how can you use Cx methods when designing your organisation or working in a particular company?2. what brand values will be most important for a particular challenge?3. what marketing mix components can you use to create a Cx strategy?4. how do you build a strategy based on the HCD model?
Work placement	Not applicable

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