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Abstract
This research assembles related course materials as well as contents from the departments, which are mainly training the people for the gaming industry, by utilizing two-dimensional quality model brought up by Noriaki Kano to design the questionnaire. Moreover, it particularly focuses on students and discusses those students' perceptions of the quality of the professional gaming courses. In the 53 professional gaming courses, this study discovers that students are considerably concerned about the five courses which are of 'one-dimensional quality': that are 'Practical Training in the Gaming Industry', 'Design of Game Interface', 'Design of Digital Image', 'Construction of Digital Model' and 'Design of Digital Animation'. If the quality of these courses is superior, students' satisfaction will increase greatly. Accordingly, the result illustrates that those courses are worthy of investing. Nevertheless, there are nine courses which are of 'indifferent quality'; the rest of 39 courses are of 'must-be quality'.
After classifying students' perceptions of the quality of those courses, this study subsequently integrates the suggestions from the experts of gaming industry for developing the model of Quality Function Deployment (QFD), which is used for analyzing the priority of the course quality from the case study. However, the result demonstrates that the most beneficial and effective courses to improve the whole curriculum quality are 'Design of On-line Game', 'Research Practicing and Implementing' and 'Design of 3D Animation'. Furthermore, it is efficient to combine the Kano Model with QFD to analyzing the design of course. All in all, the result of this research is provided for the staff of the case study as reference.
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