

My background

- Master and PhD in Communication Studies (Social Sciences)
- iMinds-MICT, Ghent University (2005 - today)
- Currently: ERCIM postdoc at dept. of Telematics, NTNU
- PhD: interdisciplinary research on QoE
- Involved in EU Celtic QuEEN project, Qualinet Action IC1003

Are engineers from Mars and users from Venus?

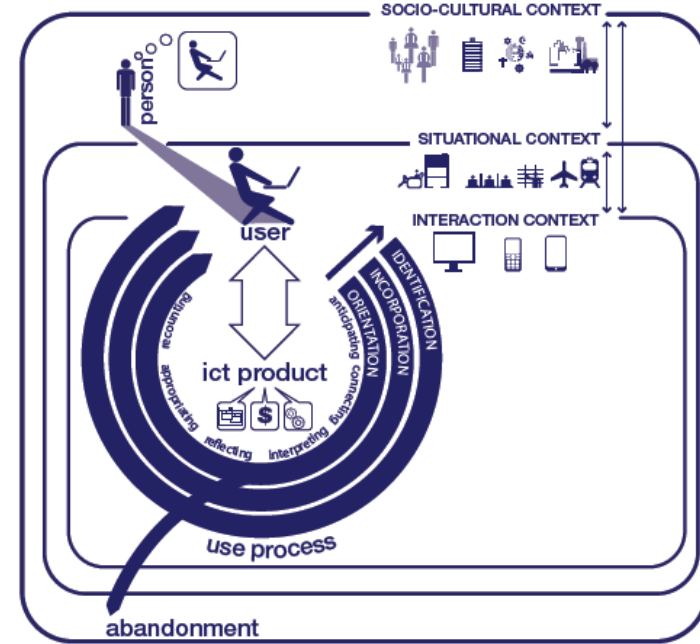
Bridging gaps in QoE research: Reflections on and experiences from an interdisciplinary journey



Are we measuring the right things?

No, only little piece of complex puzzle

- QoE: go beyond experience of technical quality
- Ecological validity
- Temporal dynamics
- Delight – annoyance: affective states, hedonic aspects



Geerts, De Moor, et al.,
QoMex 2010



Building bridges

- Non-technical influencing factors
- Role mediators and translators
- Mixed methods
- “Alternative” measures
- QoE as journey, process
- Users are not machines!

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