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

Panel on QoE, ICC 2013, 10.06.2013, Katrien De Moor
No, only little piece of complex puzzle
- QoE: go beyond experience of technical quality
- Ecological validity
- Temporal dynamics
- Delight – annoyance: affective states, hedonic aspects

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