- iMinds-MICT, Ghent University (2005 - today)

- Master and PhD in

(Social Sciences)

Communication Studies

Currently: ERCIM postdoc
at dept. of Telematics, NTNU
PhD: interdisciplinary
research on QoE

 Involved in EU Celtic QuEEN project, Qualinet Action IC1003

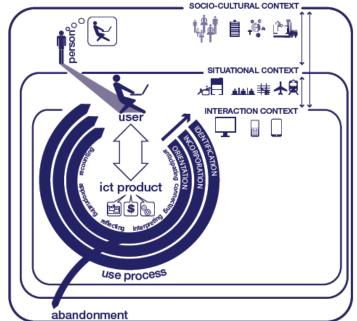
Are engineers from Mars and users from Venus?

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



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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