

## dr. Katrien De Moor

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### PERSONAL INFORMATION

\*Name: De Moor, Katrien  
\*Date of birth: 19.05.1983  
\*Sex: female  
\*Nationality: Belgian  
\*E-mail: katrien.demoor@ntnu.no



### CURRENT AND PREVIOUS POSITIONS

2015 - .... Postdoctoral researcher at Department of Telematics, NTNU (on maternity leave from Feb. until mid-Sept. 2016)  
2014-2015 Research scientist at Department of Telematics, NTNU (Apr. 2014-Jan. 2015)  
2013-2014 Marie Curie fellow (1 year ERCIM post-doctoral fellowship), Department of Telematics, NTNU (April 2013-March 2014)  
2013- ... Affiliated post-doctoral researcher, iMinds-MICT, Ghent University (Jan.-...)  
2008- 2012 Researcher at iMinds-MICT, Ghent University (Jan. 2008-Dec. 2012)  
2005- 2007 Junior researcher at iMinds-Research Group for Media and ICT (MICT), Ghent University (Nov. 2005-Dec. 2007)

### EDUCATION

2012 PhD degree in Communication Science, Ghent University. Supervisor: Prof. dr. L. De Marez  
Title: *“Are engineers from Mars and users from Venus? Bridging gaps in quality of experience research: reflections on and experiences from an interdisciplinary journey”*.  
2005 Master’s degree in Communication Science (with great distinction). Faculty of Political and Social Sciences, Ghent University  
2003 Bachelor’s degree in Political and Social Sciences, Ghent University

### MAIN RESEARCH INTERESTS

- Quality of Experience (QoE) and User Experience (UX): theoretical foundations, link to user behavior and preferences; relation to Quality of Service and other technical factors
- System, Human and Context factors influencing QoE and UX for a range of applications and in different domains (e.g., multimedia and immersive media, interactive services, pervasive computing and assistive technology in healthcare, ...)
- QoE measurement and QoE-based optimization to foster user delight, reduce user annoyance and to enable pleasurable experiences
- Methodological challenges in user research and user-centered design

## FELLOWSHIPS, GRANTS AND AWARDS

- 2017 Reviewer recognition award at the 9th International Conference on Quality of Multimedia Experience (IEEE-QoMEX 2017), Erfurt, Germany
- 2013- 2014 Post-doctoral fellowship from ERCIM-EEIG, co-financed by the Marie Curie CO-FUND of the European Commission (grant agreement n° 246016)
- 2012 Travel grant for a Short-term scientific mission to TUBerlin-Telekom Innovation Laboratories (COST 1003 Qualinet)
- 2012 Winner of student travel grant to attend QoMEX 2012, Australia
- 2011-2012 Scholarship from Interdisciplinary Commission of the Research Council Flanders for a long research stay abroad (Centre of Excellence Q2S-NTNU)
- 2010 Best paper award at the EuroITV conference 2010, Tampere, Finland (paper: Evaluating a recommendation application for online video content: an interdisciplinary study)

## PROFESSIONAL MEMBERSHIPS AND ACTIVITIES

- 2015 - ... Member of the *Young Academy of Norway* (one of 20 founding members)
- 2015 - ... *Associate Editor* and editorial board member for the *Journal of Quality and User Experience* (Springer)
- 2015 *Deputy representative* of PhD students and postdocs in extended leader group meeting Dept. of Telematics, NTNU
- 2012-2015 *Leader* of task force on ‘emotional state research’ in COST Action IC1003 Qualinet and deputy representative for Belgium in Qualinet management committee
- 2008-2012 *Elected representative* for scientific staff (researchers, PhD students, postdocs) at Dept. of Communication Science, Ghent University

## OTHER ACADEMIC ACTIVITIES

- *TPC co-chair* IEEE QoMEX 2019 (Berlin)
- *Workshop co-chair* ACM TVX 2018 (Seoul)
- *Mentor* for ACM TVX 2017 (Hilversum) and TVX 2015 (Brussels)
- *Workshop co-chair* ACM TVX2017 (Hilversum)
- *Special session co-chair* IEEE QoMEX 2015
- *Co-organisator* of Dagstuhl seminar ‘Quality of Experience: from assessment to application. January 4-7, 2015, Schloss Dagstuhl, Germany.
- *Special session co-organizer* ‘Affect and physiology in QoE research’, QoMEX 2013
- *Technical Program Committee Member*: QCMAN 2016, IEEE QoMEX (2015, 2014, 2013), PQS 2013, IEEE QoENAM (2014), Fun and Games (2011, 2012)
- *Regular reviewer for international journals*: Quality and User Experience, Transactions on Multimedia Computing Communications and Applications, Computer Networks, Elsevier Image Communication, IEEE Communications Magazine, Foresight: The journal of future studies, strategic thinking and policy, Communication Theory, Infocommunications Journal, ...
- *Reviewer for international conferences*: IEEE QoMEX (2017, 2015, 2014, 2013, 2012, 2011), QCMAN 2016, CHI 2015, PQS 2013, IEEEQoENAM 2014, IAMCR 2015, Fun and Games (2011, 2012).

## TEACHING EXPERIENCE and STUDENT SUPERVISION

### *At NTNU*

- (Co-)Supervision of students for specialization (3 students) and master's projects (8 students)
- Guest lectures on QoE in Course on 'Dependability and performance with discrete event simulation' (TTM4110), 28.10.2014; 15.11.2016
- Assistant for NTNU Course TTM416 ICT, Society and Market (autumn 2017, autumn 2014)

### *At Ghent University*

- Master's student supervision (2008–2013, 2-3 students per year)
- 2<sup>nd</sup> year bachelor's students supervision in seminar in Communication Management (2010-2011, 5 students)
- Assistant in course 'Innovation research', 2010-2011 (Master in Communication Studies)
- Co-organizer year seminar on digital games and game experience (2007-2009)
- Guest lecture on Foresight and thinking about the future, in course on Market, Media and Consumer research (Master in Communication Studies), 10.10.2006.

### *International*

- External evaluation committee member in Ph.D defense of Louis Guillermo Martines Ballesteros, KTH Royal Institute of Technology, Stockholm, Sweden (03.02.2017).
- External opponent in Ph.D Defense of Selim Ickin, BTH Blekinge Institute of Technology, Karlskrona, Sweden (12.06.2015).
- Guest lecturer and tutor in summer school 2013, COST Action 1003 Qualinet (Patras, Greece, 21-24.09.2013).
- Guest lecturer in PhD Course on Quality of Experience, EuroNF Network of Excellence, BTH, Karlskrona, Sweden, 20-24.06.2011

## RELEVANT COURSES

- *Norwegian for foreigners*, NTNU: Level 1-4 (proof of completion in appendix)
- Introductory course in master's program in *Health Informatics*, NTNU (2015)
- *Advanced academic writing skills*, Ghent University Language Centre (2008)
- *Qualitative data analysis* with Nvivo, Doctoral Schools Ghent University (May 2009)
- *Foresight course* (July 3-7, 2006), University of Manchester/Manchester Business School
- *Questionnaire development*: Doctoral Schools Ghent University (April 2009).

## LANGUAGE SKILLS

- Dutch: mother tongue
- French: proficient user (C2)
- English: proficient user (C2)
- Norwegian: proficient user (C1)
- German: basic user (A1)

## REFERENCES

- Prof. dr. P. Heegaard, Professor at Department of Telematics, NTNU, Norway, poul.heegaard@item.ntnu.no (+47 73 59 43 21)
- Prof. dr. M. Fiedler, Professor at Department of Communication Systems, BTH, Sweden, markus.fiedler@bth.se (0455-385653)
- Prof. dr. L. De Marez, Head of Research Group for Media and ICT (iMinds-MICT), Department of Communication Studies, Ghent University, Belgium, Lieven.DeMarez@Ugent.be (+32 9 264 68 85)

## LIST OF PEER REVIEWED PUBLICATIONS

*Only published or in press.*

### 1. Publications in international, peer-reviewed scientific journals

1. Klemets, J. and **De Moor, K.** (2015). Patient responsibility reallocation: a user-centered approach to support nurses' handling of nurse calls. *Personal and Ubiquitous Computing*, theme issue on "Ubiquitous computing for improved clinical practice", 19:601, doi: 10.1007/s00779-015-0854-z
2. **De Moor, K.**, Saritas, O., Schuurman, D., Claeys, L. and De Marez, L. (2014). Towards Innovation Foresight: Two empirical case studies on future TV experiences for/by users. *Futures: The journal of policy, planning and futures studies*, 59(2014), 39–49.
3. De Pessemier, T., **De Moor, K.**, Joseph, W., De Marez, L. and Martens, L. (2013). Quantifying the influence of rebuffering interruptions on the user's Quality of Experience during mobile video watching. *IEEE Transactions on Broadcasting*, 59(1). pp.47-61.
4. De Pessemier, T., **De Moor, K.**, Joseph, W., De Marez, L. and Martens, L. (2012). Quantifying Subjective Quality Evaluations for Mobile Video Watching in a Living Lab Context. *IEEE Transactions on Broadcasting*, 58(4), pp. 580-589.
5. De Pessemier, T., **De Moor, K.**, Ketyko, I., Joseph, W., De Marez, L. and Martens, L. (2012). Investigating the influence of QoS on personal evaluation behaviour in a mobile context. *Multimedia Tools and Applications*, 57(2), 335-358.
6. Schuurman, D., **De Moor, K.**, De Marez, L. and Evens, T. (2011). A living lab research approach for mobile TV. *Telematics and Informatics*, 28(4) 271-282. <http://dx.doi.org/10.1016/j.tele.2010.11.004>.
7. **De Moor, K.**, De Pessemier, T., Mechant, P., Courtois, C., Juan, A., De Marez, L. and Martens, L. (2011). Users' (dis)satisfaction with the PersonalTV application: combining objective and subjective data. *ACM Computers in Entertainment (EuroITV 2010 special issue)*, 9(3), article 18 (November 2011).
8. **De Moor, K.**, Joseph, W., Ketyko, I., Tanghe, E., Deryckere, T., Martens, L. and De Marez, L. (2010). Linking Users' Subjective QoE Evaluation to Signal Strength in an IEEE 802.11b/g Wireless LAN Environment. *EURASIP Journal on Wireless Communications and Networking*, 2010. <http://dx.doi.org/10.1155/2010/541568>.
9. **De Moor, K.**, Ketyko, I., Joseph, W., Deryckere, T., De Marez, L., Martens, L. and Verleye, G. (2010). Proposed framework for evaluating Quality of Experience in a mobile, testbed-oriented Living Lab setting. *Mobile Networks and Applications*. 15(3), 378-391.
10. **De Moor, K.**, Berte, K., De Marez, L., Joseph, W., Deryckere, T. and Martens, L. (2010). User-driven innovation? Challenges of user involvement in future technology analysis. *Science and Public Policy*, 37(1) 51-61. <http://dx.doi.org/10.3152/030234210X484775>.
11. Hauttekeete, L., Evens, T., **De Moor, K.**, Schuurman, D., Mannens, E. and Van de Walle, R. (2011). Archives in motion: Concrete steps towards the digital disclosure of audiovisual content. *Journal of Cultural Heritage*, 12(4), 459-465.
12. De Marez, L., Vyncke, P., Berte, K., Schuurman, D. and **De Moor, K.** (2008). Adopter segments, adoption determinants and mobile marketing. *Journal of targeting, measurement and analysis for marketing*, 16(1) 78-95.
13. De Marez, L. and **De Moor, K.** (2007). The challenge of user- and QoE-centric research and product development in today's ICT environment. *Observatorio (OBS\*)*, 1(3) 1-22. <http://dx.doi.org/1854/9235>.

## 2. Peer-reviewed contributions to books

14. Varela, M., Skopin-Kapov, L., **De Moor, K.**, Reichl, P. (2016). QoE – Defining a user-centric concept for service quality. In: Dagiuklas, T., Wen Chen, C., Chatzimisios, P., Aztori, L. (Eds.). *Multimedia Quality of Experience (QoE): Current Status and Future Requirements*, pp. 5-28, Chichester: Wiley.
15. Wechsung, I. and **De Moor, K.** (2014). *Quality of Experience vs. User Experience*, in S. Möller, A. Raake (eds.) *Quality of Experience: Advanced Concepts, Applications and Methods*, pp. 35-54, Berlin: Springer.
16. Reiter, U., Brunnström, K., **De Moor, K.**, Larabi, M.-C., Pereira, M., Pinheiro, A., You, J. and Zgank, A. (2014), *Factors Influencing Quality of Experience*. in S. Möller, A. Raake (eds.) *Quality of Experience: Advanced Concepts, Applications and Methods*, pp. 55-72, Berlin: Springer.
17. Villa, B.J., **De Moor, K.**, Heegaard, P.E., Instefjord, A. (2013). *Investigating Quality of Experience in the context of adaptive video streaming: findings from an experimental user study*. Norsk informatikkonferanse NIK 2013, Universitetet i Stavanger, 18. - 20.november 2013. Akademika forlag 2013 ISBN 978-82-321-0365-2. p. 122-133.
18. **De Moor, K.** and De Marez, L. (2008). The Challenge of User- and QoE-centric research and product development in today's ICT-environment. In: Pierson, J., Mante-Meijer, E., Loos, E. & Sapio, B. eds. *Innovating for and by users*. Office for Official Publications of the European Communities.

## 3. Peer-reviewed contributions to international conferences

19. De Moor, K., Arndt, S., Ammar, D., Voigt-Antons, J.N., Perkis, A., Heegaard, P. (2017). Exploring diverse measures for evaluating QoE in the context of WebRTC. *Proceedings of the 9<sup>th</sup> International Conference on Quality of Multimedia Experience (QoMEX 2017)*, Erfurt, Germany.
20. Ammar, D., **De Moor, K.**, Xie, M., Fiedler, M., and Heegaard, P. (2016). Video QoE killer and performance statistics in WebRTC-based video communication. *Proceedings of the IEEE 6<sup>th</sup> International Conference on Communications and Electronics (ICCE)*.
21. Ammar, D., Heegaard, P., Xie, M., **De Moor, K.** and Fiedler, M. (2016). *Revealing the Dark Side of WebRTC Statistics Collected by Google Chrome*. *Proc. 7th Int. Workshop on Quality of Multimedia Experience (QoMEX 2016)*.
22. Antons, J.N., Arndt, S., **De Moor, K.** and Zander, S. (2015). Impact of Perceived Quality and other Influencing Factors on Emotional Video Experience. *Proc. 7th Int. Workshop on Quality of Multimedia Experience (QoMEX 2015)*.
23. **De Moor, K.**, Andrén, B., Guo, Yi, Brunnström, K., Wang, K. Drott, A., Hermann, D. (2015). *Influence of high ambient illuminance and display luminance on readability and subjective preference*. SPIE-Human Vision and Electronic Imaging 2015, San Francisco, February 2015.
24. Vandenbroucke, K.; Ferreira, D.; Gonçalves, J.; Kostakos, V.; **De Moor, K.** (2014) Mobile cloud storage: a contextual experience. *Proceedings of the 16th international conference on Human-computer interaction with mobile devices & services*. ACM Digital Library 2014 ISBN 978-1-4503-3004-6. s. 101-110
25. **De Moor, K.**, Mazza, F., Hupont, I., et al. (2014). Chamber QoE – A Multi-Instrumental Approach to Explore Affective Aspects in relation to QoE. *Proc. of IS&T/SPIE Electronic Imaging*, 2014, San Francisco
26. Amrehn, P., Vandenbroucke, K., Hossfeld, T., **De Moor, K.**, Hirth, M., Schatz, R., Casas, P. (2013). Need for Speed? On Quality of Experience for Cloud-based File Storage Services. *Proceedings of The Fourth Workshop on Perceptual Quality of Systems (PQS 2013)*. FTW-TECHREPORT-128. Vienna: FTW 2013 p. 184-190
27. **De Moor, K.**, Ríos Quintero, M., Strohmeier, D., Raake, A. (2013). Evaluating QoE by means of traditional and alternative subjective measures: an exploratory 'living room lab' study on IPTV. *Proceedings of The Fourth Workshop on Perceptual Quality of Systems (PQS 2013)*. FTW-TECHREPORT-128. Vienna: FTW 2013 p. 11-16.
28. Vandenbroucke, K., **De Moor, K.**, De Marez, L. (2013). Use- and QoE-related aspects of personal cloud applications: An exploratory survey. *Fifth International Workshop on Quality of Multimedia Experience (QoMEX 2013)*. IEEE conference proceedings 2013 ISBN 978-1-4799-0738-0. p. 36-37.
29. **De Moor, K.** and Reiter, U. (2012). A viewer-centered revision of audiovisual content classifiers. *Proceedings of the 133<sup>rd</sup> Audio Engineering Society Convention*, October 26-29, San Francisco, USA.
30. Reiter, U. and **De Moor, K.** (2012). Content categorization based on implicit and explicit user feedback: combining selfreports with EEG emotional state analysis. Paper to be presented at the Fourth International Workshop on Quality of Multimedia Experience (QoMex 2012), July 4-7, Yarra Valley, Australia.
31. Wijnants, M., Vanmonfort, W., Dierckx, J., Quax, P., Lamotte, W., **De Moor, K.** and Vanattenhoven, J. (2011). *Quality of Service and Quality of Experience Correlations in a Location-based Mobile Multiplayer Role-Playing Game*. *Lecture Notes in Computer Science*, 2011, Volume 6972, Entertainment Computing – ICEC 2011, 101-112.

32. De Pessemier, T., **De Moor, K.**, Juan, A., Van Deursen, D., Joseph, W., De Marez, L. and Martens, L. (2011). *Exploring the acceptability of the audiovisual quality for a mobile video session based on objectively measured parameters*. Proceedings of the Third International Workshop on Quality of Multimedia Experience (QoMex 2011), September 7-9, Mechelen, Belgium, 125 – 130.
33. De Pessemier, T., **De Moor, K.**, Juan, A., Joseph, W., De Marez, L. and Martens, L. (2011). Quantifying QoE of Mobile Video Consumption in a Real-Life Setting Drawing on Objective and Subjective Parameters. *Proceedings of the 2011 IEEE International Symposium on Broadband Multimedia Systems and Broadcasting (BMSB)*, June 8-10 2011, Nuremberg, Germany.
34. **De Moor, K.**, Ketyko, I., Joseph, W., Juan Verdejo, A., De Pessemier, T., De Marez, L. and Martens, L. (2010). Evaluating ‘Quality of Experience’ of mobile applications and services in a Living Lab setting. In: *Proceedings of the 1st Living Labs Summer School*, Cité des sciences, Paris, France, 2010-08-25. 1-4.
35. **De Moor, K.**, Saritas, O. and Schuurman, D. (2010). Future-oriented user involvement in Living Labs drawing on Innovation Foresight. In: *Proceedings of the XXI ISPIM Conference*, Bilbao, Spain, 2010-06-06. Huizingh, K.E., Conn, S., Torkkeli, M. & Bitran, I. eds.
36. Schuurman, D., De Marez, L. and **De Moor, K.** (2010). Identifying and assessing Lead User ideas in order to foster ICT-innovation: case study digital TV. In: *Proceedings of the XXI ISPIM Conference*, Bilbao, Spain, 2010-06-06. Huizingh, K.R.E., Conn, S., Torkkeli, M. & Bitran, I. eds.
37. Geerts, D., **De Moor, K.**, Ketyko, I., Jacobs, A., Van den Bergh, J., Joseph, W., Martens, L. & De Marez, L. (2010). Linking an integrated framework with appropriate methods for measuring QoE. In: *Proceedings of the 2nd International workshop on Quality of Multimedia Experience (QoMEX 2010)*, Trondheim, Norway, 2010-06-21. IEEE. 158-163. <http://dx.doi.org/10.1109/QOMEX.2010.5516292>.
38. Juan Verdejo, A., **De Moor, K.**, Ketyko, I., Torben Nielsen, K., Vanattenhoven, J., De Pessemier, T., Joseph, W., Martens, L. and De Marez, L. (2010). QoE estimation of a location-based mobile game using on-body sensors and QoS-related data. In: *Proceedings of IFIP Wireless Days (WD)*, Venice, Italy, 2010-10-20. IEEE. 1-5. <http://dx.doi.org/10.1109/WD.2010.5657756>.
39. Ketykó, I., **De Moor, K.**, Joseph, W., Martens, L. and De Marez, L. (2010). Performing QoE-measurements in an actual 3G network. In: *2010 IEEE Symposium on Broadband Multimedia Systems and Broadcasting (BMSB 2010)*, Shanghai, PR China, 2010-03-24. IEEE. <http://dx.doi.org/10.1109/ISBMSB.2010.5463132>.
40. Ketyko, I., **De Moor, K.**, De Pessemier, T., Juan Verdejo, A., Vanhecke, K., Joseph, W., Martens, L. and De Marez, L. (2010). QoE measurement of mobile YouTube video streaming. In: *ACM Multimedia 2010 : International conference (MM-2010)*, Firenze, Italy, 2010-10-25. ACM. 27-32.
41. **De Moor, K.** and Saritas, O. (2009). Innovation foresight for living labs. In: *Proceedings of the Yeditepe International Research Conference on Foresight 2009 (YIRCoF '09): Methodological issues in foresight studies*, Istanbul, Turkey, 2009-09-04. Yeditepe University.
42. Berte, K., **De Moor, K.**, De Marez, L., Joseph, W., Deryckere, T. and Martens, L. (2008). *User-driven innovations? Reassessing the value of bottom-up approaches within an interdisciplinary mobile media context*. EuroCPR conference 2008, Sevilla, Spain.
43. **De Moor, K.**, De Marez, L., Deryckere, T., Joseph, W. and Martens, L. (2008). *Bridging troubled water: quality of experience in a mobile context*. In: *Terena Networking Conference 2008: Beyond connectivity*, Bruges, Belgium, 2008-05-19. Trans-European Research and Education Networking Association (TERENA).
44. **De Moor, K.**, Berte, K., De Marez, L., Joseph, W., Deryckere, T. and Martens, L. (2008). *User Involvement in Living Lab Research: experiences from an Interdisciplinary Study on Future Mobile Applications*. In: *The 3rd International Seville Conference on Future-Oriented Technology Analysis (FTA)*, Sevilla; Spain, 2008-10-16. JRC European Commission. 103-104.
45. Deryckere, T., Joseph, W., Martens, L., De Marez, L. and **De Moor, K.** (2008). *Development of a software tool for correlating user experience to network QoS in a mobile network*. In: *Measuring Behavior 2008 - 6th International Conference on Methods and Techniques in Behavioral Research*, Maastricht, the Netherlands, 2008-08-26. 277-278.

#### 4. Other dissemination and outreach activities (selection of recent activities, full list can be provided on request)

46. Ammar, D., **De Moor, K.**, Heegaard, P. (2016). Quality of Experience-assessment of WebRTC based video communication. *ERCIM News April 2016*, p. 42.
47. **De Moor, K.** (5.10.2016). *Brukernes forkjemper i teknologenes verden*. Blogg Akademiet for yngre forskere på forskning.no (<http://forskning.no/blogg/akademiet-yngre-forskere/brukernes-forkjemper-i-teknologenes-verden-mot-katrien-de-moor>)
48. **De Moor, K.** (16.02.2016). *Et nytt tidsskrift ser dagens lys*. Blogg Akademiet for yngre forskere på forskning.no (<http://forskning.no/blogg/akademiet-yngre-forskere/et-nytt-tidsskrift-ser-dagens-lys>)

49. **De Moor, K.**, Fiedler, M., Reichl, P. and Varela, M. (2015). Dagstuhl Manifesto. Quality of Experience: from Assessment to Application. *Informatik-Spektrum 2015*, 38(4), pp. 315-317.
50. **De Moor, K.**, Fiedler, M., Reichl, P. and Varela, M. (2015). Quality of Experience: from Assessment to Application. *Dagstuhl Reports*. Dagstuhl, Germany: Schloss Dagstuhl – Leibniz-Zentrum für Informatik 2015. ([http://drops.dagstuhl.de/opus/volltexte/2015/5036/pdf/dagrep\\_v005\\_i001\\_p057\\_s15022.pdf](http://drops.dagstuhl.de/opus/volltexte/2015/5036/pdf/dagrep_v005_i001_p057_s15022.pdf))
51. **De Moor, K.** (2015). *Quality of Experience and the bigger picture*. Invited keynote at UNINETT-konferansen 2015, Tromsø (2.06.2015)
52. **De Moor, K.** (2014). Quality of Experience: an introduction. Invited talk at Rala Kunddag, Stockholm (17.06.2014).
53. **De Moor, K.** (2014). Quality of Experience – what matters for users. Invited talk at Eye Networks Kundeseminar, Oslo (4.02.2014).
54. **De Moor, K.** (2014). Quality of Experience – what matters for users. Invited talk at Telenor Research lunch seminar, Fornebu (4.4.2014).
55. **De Moor, K.** (2014). Quality of Experience (QoE) in the context of IP-based video services: why care, current status and directions for future research. Teleforum 2014, Trondheim (10.1.2014).
56. **De Moor, K.** (2013) Invited speaker at the panel “*Quality of End User Experience (QoE) for Network Services: “Are we really measuring the right things?”*” (10.06.2013). IEEE ICC 2013, Budapest, Hungary.