

MEASURING USER ENGAGEMENT

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Measuring User Engagement Heather O'Brien

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User Engagement Research and Practice Heather O'Brien, 2025-06-13 This book presents a holistic overview of user engagement which has become an increasingly important subject for a variety of industry and academic fields including engineering computer science and information science The author begins with a definition of user engagement and an explanation of the theoretical background of the topic The book then covers methodological approaches and examines some of the broader factors that influence user engagement The author explains methods for measuring user engagement and evaluates the efficacy of each one The book includes examples from recent research studies throughout describing user engagement in different settings with a variety of digital information systems Explains the theoretical underpinnings of user engagement providing readers with a thorough understanding of the topic Presents methodology and strategies that have applications for a variety of fields in academia and industry Incorporates recent user engagement research studies to provide up to date coverage of the subject Heather O'Brien Ph D is a Full Professor at the School of Information at the University of British Columbia where she teaches and researches in the areas of human information interaction and research methods Dr O'Brien has contributed numerous highly cited referred journal and conference publications and her research interests include building a sound theoretical foundation for the study of user engagement UE developing evaluating and promoting effective methodological tools and techniques for its measurement and exploring the role of UE as a mediator for learning quality of life and knowledge sharing outcomes with digital information and health applications Her User Engagement Scale UES a valid and reliable experiential questionnaire designed to understand digitally mediated user experiences is used internationally and has been translated into multiple languages

Measuring User Engagement Mounia Lalmas, Heather O'Brien, Elad Yom-Tov, 2022-05-31 User engagement refers to the quality of the user experience that emphasizes the positive aspects of interacting with an online application and in particular the desire to use that application longer and repeatedly User engagement is a key concept in the design of online applications whether for desktop tablet or mobile motivated by the observation that successful applications are not just used but are engaged with Users invest time attention and emotion in their use of technology and seek to satisfy pragmatic and hedonic needs Measurement is critical for evaluating whether online applications are able to successfully engage users and may inform the design of and use of applications User engagement is a multifaceted complex phenomenon this gives rise to a number of potential measurement approaches Common ways to evaluate user engagement include using self report measures e.g questionnaires observational methods e.g facial expression analysis speech analysis neuro physiological signal processing methods e.g respiratory and cardiovascular accelerations and decelerations muscle spasms and web analytics e.g number of site visits click depth These methods represent various trade offs in terms of the setting laboratory versus in the wild object of measurement user behaviour affect or cognition and scale of data collected For instance small scale user studies are deep and rich but limited in terms of

generalizability whereas large scale web analytic studies are powerful but negate users motivation and context The focus of this book is how user engagement is currently being measured and various considerations for its measurement Our goal is to leave readers with an appreciation of the various ways in which to measure user engagement and their associated strengths and weaknesses We emphasize the multifaceted nature of user engagement and the unique contextual constraints that come to bear upon attempts to measure engagement in different settings and across different user groups and web domains At the same time this book advocates for the development of good measures and good measurement practices that will advance the study of user engagement and improve our understanding of this construct which has become so vital in our wired world

User Engagement Research and Practice Heather O'Brien, 2025-03-15 This book presents a holistic overview of user engagement which has become an increasingly important subject for a variety of industry and academic fields including engineering computer science and information science The author begins with a definition of user engagement and an explanation of the theoretical background of the topic The book then covers methodological approaches and examines some of the broader factors that influence user engagement The author explains methods for measuring user engagement and evaluates the efficacy of each one The book includes examples from recent research studies throughout describing user engagement in different settings with a variety of digital information systems New Directions in Third Wave Human-Computer Interaction: Volume 2 - Methodologies Michael Filimowicz, Veronika Tzankova, 2018-06-27 This is the first extensive compilation documenting contemporary third wave HCI covering key methodological developments at the leading edge of human computer interactions Now in its second decade as a major current of HCI research the third wave integrates insights from the humanities and social sciences to emphasize human dimensions beyond workplace efficiency or cognitive capacities Where the earliest HCI work has been strongly based on the concept of human machine coupling which expanded to workplace collaboration as computers came into mainstream professional use today HCI can connect to almost any human experience because there are new applications for every aspect of daily life Volume 2 Methodologies covers methodological approaches grounded in autoethnography empathy based design crowdsourcing psychometrics user engagement speculative design somatics embodied cognition peripheral practices and transdisciplinarity *Advances in Cognitive Translation Studies* Ricardo Muñoz Martín, Sanjun Sun, Defeng Li, 2021-11-18 This book presents the latest theoretical and empirical advances in cognitive translation studies It involves the modes of written translation interpreting sight translation and computer aided translation In separate chapters this book proposes a new analytical framework for studying keylogged translation processes a framework that reconciles a sociological and a psychological approach for studying expertise in translation and a pedagogical model of translation competence It expands the investigation of cognitive processes by considering the role of emotional factors reviews and develops the effort models of interpreting as a didactic construct The empirical studies in this book revolve around cognitive load and effort they explore the influences of text factors e g

metaphors complex lexical items directionality while taking into account translator factors and evaluate the user experience of computer aided translation tools

Interactive IR User Study Design, Evaluation, and Reporting Jiqun Liu, Chirag Shah, 2022-05-31 Since user study design has been widely applied in search interactions and information retrieval IR systems evaluation studies a deep reflection and meta evaluation of interactive IR IIR user studies is critical for sharpening the instruments of IIR research and improving the reliability and validity of the conclusions drawn from IIR user studies To this end we developed a faceted framework for supporting user study design reporting and evaluation based on a systematic review of the state of the art IIR research papers recently published in several top IR venues n 462 Within the framework we identify three major types of research focuses extract and summarize facet values from specific cases and highlight the under reported user study components which may significantly affect the results of research Then we employ the faceted framework in evaluating a series of IIR user studies against their respective research questions and explain the roles and impacts of the underlying connections and collaborations among different facet values Through bridging diverse combinations of facet values with the study design decisions made for addressing research problems the faceted framework can shed light on IIR user study design reporting and evaluation practices and help students and young researchers design and assess their own studies

Social Media and Politics Glenn W. Richardson Jr., 2016-11-21 This two volume set explores the various ways social media are profoundly changing politics in America The last decade has seen dramatic changes in the U S political process The advent of social media and other new forms of expression have enabled an unprecedented number of citizens to enter the political arena by expressing their opinions about issues and candidates in ways that can influence untold numbers of voters and officials But the vast majority of politicians have not fully grasped how social media has fundamentally changed the process of communication or adjusted to the dramatic shift in political power that is taking place Written by experts on the intersections of politics public opinion and popular culture this book examines how new media have brought political power to the people like never before provided new channels through which politicians communicate and attempt to influence public opinion and caused a game changing shift in political power Volume one focuses on how savvy politicians are learning to communicate in new ways via new media in order to enhance their political appeal The second volume examines the various ways in which individuals or groups who use new social media are affecting voters decisions applying pressure to elected or appointed officials and influencing the direction of the country

The Handbook of Communication Engagement Kim A. Johnston, Maureen Taylor, 2018-04-25 A comprehensive volume that offers the most current thinking on the practice and theory of engagement With contributions from an international panel of leaders representing diverse academic and professional fields The Handbook of Communication Engagement brings together in one volume writings on both the theory and practice of engagement in today s organizations and societies The expert contributors explore the philosophical theoretical and applied concepts of communication engagement as it pertains to

building interaction and connections in a globalized networked society The Handbook of Communication Engagement is comprehensive in scope with case studies of engagement from various disciplines including public relations marketing advertising employee relations education public diplomacy and politics The authors advance the current thinking in engagement theory strategy and practice and provide a review of foundational and emerging research in engagement topics The Handbook of Communication Engagement is an important text that Provides an overview of the foundations and philosophies of engagement Identifies the contexts of engagement relating to specific areas across government and corporations including CSR consumer activism diplomacy digital and social impact Includes examples of contemporary engagement practice Presents applications of engagement and technology Offers insights on the future directions of engagement The Handbook of Communication Engagement offers an essential reference for advanced undergraduate graduate students practitioners and scholars from communication media advertising public relations public policy and public diplomacy areas The volume contains a compendium of the writings on the most recent advances on the theory and practice of engagement Winner of the 2018 PRIDE Award for Innovation Development and Educational Achievement from the Public Relations Division of the National Communication Association

Video Structure Meaning Brian C O'Connor, Richard L. Anderson, 2022-05-31 For over a century motion pictures have entertained us occasionally educated us and even served a few specialized fields of study Now however with the precipitous drop in prices and increase in image quality motion pictures are as widespread as paperback books and postcards once were Yet theories and practices of analysis for particular genres and analytical stances definitions concepts and tools that span platforms have been wanting Therefore we developed a suite of tools to enable close structural analysis of the time varying signal set of a movie We take an information theoretic approach message is a signal set generated coded under various antecedents sent over some channel decoded under some other set of antecedents Cultural technical and personal antecedents might favor certain message making systems over others The same holds true at the recipient end yet the signal set remains the signal set In order to discover how movies work their structure and meaning we honed ways to provide pixel level analysis forms of clustering and precise descriptions of what parts of a signal influence viewer behavior We assert that analysis of the signal set across the evolution of film from Edison to Hollywood to Brakhage to cats on social media yields a common ontology with instantiations responses to changes in coding and decoding antecedents

News and Democratic Citizens in the Mobile Era Johanna Dunaway, Kathleen Searles, 2023 Though people frequently use mobile technologies for news consumption evidence from several fields shows that smaller screens and slower connection speeds pose major limitations for meaningful reading In *News and Democratic Citizens in the Mobile Era* Johanna Dunaway and Kathleen Searles demonstrate the effects of mobile devices on news attention engagement and recall and identify a key cognitive mechanism underlying these effects cognitive effort They advance a theory that is both old and new the costs of information seeking curb participatory behaviors unless the benefits outweigh them For news

consumers in the mobile era for example mobile devices increase the time economic and cognitive costs associated with information seeking Only for a small few do the benefits of attending to the news on mobile devices outweigh the costs Building on economic theories of news media choice and the ways audience demand shapes news craft and production Dunaway and Searles argue that attention engagement and recall suffer when people consume news on mobile devices They then investigate the implications of these effects for the news industry and for an informed democratic citizenry Drawing on both laboratory and real world studies Dunaway and Searles bring the psychophysiology of news consumption to bear on the question of what we could lose in an information environment characterized by a dramatic shift in reliance on mobile devices

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