

Literatuuropgave per hoofdstuk

Hoofdstuk 1. Digitale cultuur

Barthes, R. (1970), *De nulgraad van het schrijven*. Amsterdam: Meulenhoff (oorspr. uitgave: Le degré zero de l'écriture. Paris, Editions du Seuil, 1953)

Barthes, R. (2002), *Mythologieën*. Utrecht: IJzer. (oorspr. uitgave: Mythologies, Paris, Editions du Seuil, 1957)

Benjamin, W. (1985), *Het kunstwerk in het tijdperk van zijn technische reproduceerbaarheid*. Nijmegen: SUN (oorspr. uitgave: Das Kunstwerk im Zeitalter seiner technischen Reproduzierbarkeit. Frankfurt, Zeitschrift für Sozialforschung, jg.1936)

Berger, J. (1990), *Het varken aarde*. Amsterdam: De Beige Bij. (oorspr. uitgave Pig Earth. London, Writers and Readers Publishing Cooperative, 1979)

Castells, M. (1996), *The Rise of the Network Society*. Cambridge MA: Blackwell Publishers.

Debord, G. (1967), *La société du spectacle*. Paris: Buchet-Chastel.

Driel, H. van & A. Coumans (2005), Het onvoorstelbare: de werkelijkheid van het beeld. Over *Der Untergang* en het beeld van de holocaust. In: H. van Lierop & P. Mooren, *De Tweede Wereldoorlog als moreel ijkpunt*. Den Haag: Biblion.

Eco, U. (1983), *De naam van de roos*. Amsterdam: Bert Bakker.

Frye, N. (1986), *De Grote Code*. Nijmegen: SUN (oorspr. uitgave: The Great Code. New York, Harcourt Brace Jovanovich, 1981)

Fukuyama, F. (1992), *The End of History and the last Man*. New York: Free Press.

McLuhan, M. (1964), *Understanding Media*. New York: New American Library.

Mul, J. de (2002), *Cyberspace Odyssee*. Kampen: Klement.

Ong, W. (1982), *Orality and Literacy*. London: Methuen.

Stirner, M. (1845), *Der Einzige und sein Eigentum*. Leipzig: Wigand.

Hoofdstuk 2. Een veranderend medialandschap

- Boer, C. de & S. Brennecke (2003), *Media en publiek. Theorieën over media-impact*. Amsterdam: Boom.
- Bolter, J. D. & R. Grusin (1999), *Remediation: Understanding New Media*. Massachusetts en London: MIT press.
- Booth, W. C. (1983), *The Rhetoric of Fiction*. Chicago: University of Chicago Press (oorspronkelijke uitgave: 1961).
- Bouwman, H., J. van Dijk, B. van den Hooff & L. van de Wijngaert (2002), *ICT in organisaties. Adoptie, implementatie, gebruik en effecten*. Amsterdam: Boom.
- Brecht, B. (1949), A Short Organum for the Theatre. In: John Willet (ed.) (1964), *Brecht on Theatre*. New York and London: Hill & Wang and Methuen.
- Calvino, I. (1979), *Als op een winternacht een reiziger*. Amsterdam: Bakker.
- Cameron, A. (1995), *Dissimulations. The Illusion of Interactivity*. In: Millennium Film Journal, no. 28, pp. 33-47.
- Castells, M. (1996), *The Rise of the Network Society*. Oxford: Blackwell.
- Chandler, D. (1994): *Semiotics for Beginners* [WWW document: <http://www.aber.ac.uk/media/Documents/S4B/>].
- Coumans, Anke (2001), *Visuele Communicatie of Hoe wij beelden interpreteren*. Utrecht: Hogeschool voor de kunsten, Faculteit Beeldende Kunst en Vormgeving.
- Cuilenburg, J. van, P. Neijens & O. Scholten (1999), Trends in communicatie. In: Jan van Cuilenburg e.a., *Media in overvloed*. Amsterdam: Amsterdam University Press.
- Deleuze, G. (1983), *Cinéma 1 – L'image-mouvement*. Parijs: Éditions de Minuit.
- Driel, H. van (2000), Een veranderend medialandschap. In: P. Kaashoek & M. Simons, *Schrijven voor (multi)media*, pp. 9-19. Bussum: Coutinho.
- Driel, H. van (2001), *Digitaal communiceren*. Amsterdam: Boom.
- Driel, H. van (2004), Beeldcultuur in een geletterde samenleving. In: Hans van Driel (red.) *Beeldcultuur*. Amsterdam: Boom, pp. 15-40
- Friedman, T. (1995), Making Sense of Software: Computer games and Interactive Textuality. In: Steven Jones (ed.), *Cyber Society. Computer-Mediated Communication and Community*. Thousand Oaks, London, New Delhi: Sage Publications, pp. 73-89.
- Gombrich, E. H. (1974), The Visual Image. In: David R. Olson (ed.), *Media and Symbols: The Forms of Expression, Communication and Education*. Chicago: University of Chicago Press, pp. 255-258. First published in *Scientific American* 227, september 1971: 82-96.
- Haan, J. de & F. Huysmans (2002), *E-cultuur: Een empirische verkenning*. Den Haag: Sociaal en Cultureel Planbureau.
- Huysmans, F., J. de Haan & A. van den Brink (2004), *Achter de schermen. Een kwart eeuw lezen, luisteren, kijken en internetten*. Den Haag: Sociaal en Cultureel Planbureau.
- Jakobson, R. (1963), *Essais de linguistique générale*. Parijs: Garimard.

- Kaam, B. van (1991), *Het taaie leven van de dode letter*. Amsterdam: Otto Cramwinckel Uitgever.
- Kotler, P. & G. Armstrong (2001), *Principles of marketing*. Upper Saddle River, NJ: Prentice Hall International.
- McLuhan, M. (1967), *Mens en Media*. Utrecht: Ambo (vertaling van *Understanding Media* uit 1964).
- Metz, Ch. (1977), *Histoire/Discours (Note sur deux voyeurismes)*. Parijs: Union Générale d'Éditions.
- Mul, J. de (1996), Homo Sapiens Cyberneticus. In: *Automatisering Gids*, 1 maart.
- Mulder, A. (2002), *Levende systemen. Reis naar het einde van het informatietijdperk*. Amsterdam: Van Genneep.
- Oomkes, F. R. (2000), *Communicatieleer*. Amsterdam/Meppel: Boom.
- Pelsmacker, P. de, M. Geuens & J. van den Berg (2001), *Marketing Communications*. Harlowe: Prentice-Hall.
- Pleij, H. (1998), Televisie als beschavingsinstrument. In: Maarten Doorman & Michael Zeeman (eds), *Het scherm der verbeelding. Opstellen over televisie*. Amsterdam: Meulenhoff.
- Rogers, E.M. (1983), *Diffusion of Innovations*. New York: The Free Press.
- Rushkoff, D. (1997), *Children of Chaos: Surviving the end of the world as we know it*. Londen: Flamingo.
- Toffler, A. (1980), *The Third Wave*. New York: Morrow.
- Willemen, S. (2004), *De gulden mediaweg. Een diachronisch sporenonderzoek naar communicatie en cultuur*. Tilburg: scriptie Faculteit der Letteren.
- Woerkum, C. van (2004), Organisaties in hun biotoop: over de (on)mogelijkheden van communicatiemanagement. In: *Tijdschrift voor Communicatiewetenschap*, jaargang 32, nr. 2: 188-201.

Hoofdstuk 3. Mobiele telefoon. Dromen van ideale communicatie

Arnheim, R. (1957), A Forecast of Television. In: *Film as Art*. Berkeley: University of California Press.

BBC News (2001a), African mobile phone use booms.
<http://news.bbc.co.uk/2/hi/business/1651950.stm> (28-02-2005).

BBC News (2001b), Climber saved by text message.
http://news.bbc.co.uk/2/hi/uk_news/wales/1341955.stm (28-02-2005).

Boddy, W. (1990), *Fifties Television: The Industry and Its Critics*. Urbana: University of Illinois Press.

Bolter, J.D. & R. Grusin (1999), *Remediation: Understanding New Media*. Cambridge (Massachusetts): MIT Press.

Briggs, A. (1977), The Pleasure Telephone: A Chapter in the Prehistory of the Media. In: Pool I de Sola (red.), *The Social Impact of the Telephone*. Cambridge (Massachusetts): MIT Press.

Castells, M. (1997), *The Information Age: Economy, Society and Culture. Volume 1: The Rise of the Network Society*. Malden: Blackwell Publishers.

Cherry, C. (1977), The Telephone System: Creator of Mobility and Social Change. In: Pool I de Sola (red.), *The Social Impact of the Telephone*. Cambridge (Massachusetts): MIT Press.

CNN Spotlight (2000), The birth of the hot line.
<http://www.cnn.com/SPECIALS/cold.war/episodes/10/spotlight/> (28-02-2005).

Douglas, S. (1987), *Inventing American Broadcasting, 1899-1922*. Baltimore: Johns Hopkins University Press.

Elsner, M., T. Müller & P.M. Spangenberg (1984), The Early History of German Television: The Slow Development of a Fast Medium. In: Gumbrecht, H.U. & K.L. Pfeiffer (red.), *Materialities of Communication*. Stanford: Stanford University Press.

Eurostat (2005), Around 80 mobile subscriptions per 100 inhabitants in the EU25 in 2003.
http://epp.eurostat.ec.eu.int/pls/portal/docs/PAGE/PGP_PRD_CAT_PREREL/PGE_CAT_PREREL_YEAR_2005/PGE_CAT_PREREL_YEAR_2005_MONTH_02/4-07022005-EN-AP.PDF (28-02-2005).

Fischer, C. (1992), *America Calling: A Social History of the Telephone to 1940*. Berkeley: University of California Press.

Flichy, P. (1995), *Dynamics of Modern Communication*. London: Sage Publications.

Greenspan, R. (2002), Multiple, Global Increases in Mobile.
http://www.clickz.com/stats/sectors/wireless/article.php/10094_1480731 (28-02-2005).

Hirsch, E. (1998), New Technologies and Domestic Consumption. In: Geraghty, C. & D. Lusted (red.), *The Television Studies Book*. London: Arnold.

Huhtamo, E. (1994), From Kaleidoscomaniac to Cybernerd: Towards an Archeology of the Media. <http://www.debalie.nl/dossierartikel.jsp?dossierid=10123&articleid=10104> (28-02-2005)

Katz, J.E. & M. Aakhus (2002), *Perpetual Contact: Mobile Communication, Private Talk, Public Performance*. Cambridge: Cambridge University Press.

- Kopomaa, T. (2000), *The City in Your Pocket: Birth of the Mobile Information Society*. Helsinki: Gaudeamus.
- Levinson, P. (1997), *The Soft Edge: A Natural History and Future of the Information Revolution*. New York: Routledge.
- Levinson, P. (2004), *Cellphone*. New York: Palgrave MacMillan.
- Lewin, K. (1951), *Field theory in social science*. New York: Harper.
- Luke, R. (2005), The Phoneur: Mobile Commerce and the Digital Pedagogies of the Wireless Web. In: Trifonas, P. (red.), *Communities of Difference: Culture, Language, Technology*. New York: Palgrave MacMillan.
- Marx, L. (1994), The Idea of 'Technology' and Postmodern Pessimism. In: Smith, M.R. & L. Marx (red.), *Does Technology Drive History?: The Dilemma of Technological Determinism*. Cambridge (Massachusetts): MIT Press.
- McLuhan, M. (1964), *Understanding Media: The Extensions of Man*. New York: New American Library.
- Myerson, G. (2001), *Heidegger, Habermas and the Mobile Phone*. Cambridge: Icon Books Ltd.
- Moores, S. (1988), 'The box on the dresser': memories of early radio and everyday life. In: *Media, Culture and Society*: Vol. 10, No. 1. Academic Press, London
- Motorola (2002), 1940s Motorola History Highlights.
<http://www.motorola.com/content/0,1037,118-283,00.html> (28-02-2005).
- Nokia (2002), Calling the Next Generation.
http://www.nokia.ca/english/media/White_Papers/White_Paper_3G.pdf (28-02-2005).
- Peters, J.D. (1999), *Speaking into the Air*. Chicago: University of Chicago Press.
- Plant, S. (2001), On the Mobile: The Effects of Mobile Telephones on Social and Individual Life. http://www.motorola.com/mot/doc/0/234_MotDoc.pdf (28-02-2005).
- Pool, I de Sola (red.) (1977), *The Social Impact of the Telephone*. Cambridge (Massachusetts): MIT Press.
- Robida, A. (1883), *Le Vingtième Siècle*. Paris: G.Decaux.
- Rodowick, D. (1999), An Uncertain Utopia - Digital Culture. In: Pias, C. (red.), *Medien. Dreizehn Vorträge zur Medienkultur*. Weimar: Verlag und Datenbank für Geisteswissenschaften.
- Sconce, J. (2000), *Haunted Media: Electronic Presence from Telegraphy to Television*. Durham London: Duke University Press.
- SETI Institute (2005), Home Page. <http://www.seti.org/> (28-02-2005).
- Slomnicki, J. (1999), Communications: Where Did It Start?
<http://www.911dispatch.com/information/historycomm.html> (28-02-2005).
- Spigel, L. (1992), Make Room for TV: Television and the Family Ideal in Postwar America. Chicago: University of Chicago Press.
- Uricchio, W. (2000), Technologies of Time. In: Olsson, J. (red.), *Allegories of Communication: Intermedial Concerns from Cinema to the Digital*. Berkeley: University of California Press.

Waveguide (1999), A Brief History of Cellular. http://www.waveguide.org/archives/waveguide_3/cellular-history.html (28-02-2005).

Wilde, R. de (2000), *De Voorspellers: Een kritiek op de toekomstindustrie*. Amsterdam: De Balie.

Hoofdstuk 4. Digitale communicatie en het werken in organisaties

Andres, H. P. (2002). A comparison of face-to-face and virtual software development teams. *Team Performance Management*, 8: 39–48.

Barkhi, R., V.S. Jacob, L. Pipino & H. Pirkul, (1998), A study of the effects of communication channel and authority on group decision processes and outcomes. *Decision Support Systems*, 23 (3), 205-226.

Bekkum, K. van (2004), *'Er zijn duizend wijzen van voelen, doch slechts een wijze van begrijpen'* : een onderzoek naar het taalgedrag op medische lotgenotenforums. Doctoraalscriptie, Tilburg: UvT

Cascio, W.F. (2000), Managing a virtual workplace. *Academy of Management Executive*, 14, 81-90.

Cappel, J.J. & J.C. Windsor (2000), Ethical decision making: a comparison of computer supported and face-to-face group. *Journal of Business Ethics*, 28, 95-107.

Connolly, T., Jessup, L.M., & J.S. Valacich (1990), Effects of anonymity and evaluative tone on idea generation. *Management Science*, 36, 689-703.

Earley, P.C. (1989), Social Loafing and collectivism: a comparison of the United States and the People's Republic of China. *Administrative Science Quarterly*, 34, 565-581

Ganzewinkel, B. van (2003), *Sekseverschillen in forumcommunicatie : een corpusonderzoek naar sekseverschillen in taalgebruik binnen een forum*. Doctoraalscriptie, Tilburg: UvT

Graetz, K.A., Boyle E., Kimble, c. Thompson, P. & J. Garloch. (1998), Information sharing in face-to-face, teleconferencing and electronic chat groups. *Small group research*, 29, 714-743.

Hynes, G. E. (2005), *Managerial Communication. Strategies and applications*. Boston: McGraw-Hill.

Early, P.C. (1989), Social loafing and collectivism: a comparison of the United States and the People's Republic of China. *Administrative Science Quarterly*, 34, 565-581.

Eom, S.B. & Ch. Kwon Lee (1999), Virtual teams: an information age opportunity for mobilizing hidden manpower. *Advanced Management Journal*, 64, 2, 12-15

Hersey, P. & K.H. Blanchard (1977), *Management of Organizational Behavior: utilizing human resources.*, Englewood Cliffs, NJ. Prentice Hall.

Hofstede, G. (1984), *Culture's consequences: international differences in work-related values*. Newbury Park, CA: Sage.

Hofstede, G. (2001), *Culture's consequences: comparing values, behaviors, institutions and organizations across nations*. Thousand Oaks, CA: Sage.

Hollingshead, A.B., (1996), Information suppression and status persistence in group decision making. *Human Communication Research*, 23, 193-219.

Hynes, G.E. (2005), *Managerial Communication. Strategies and Applications*, New York: Mc Graw-Hill.

Jarvenpaa, S.L., Knoll, K., & D.E. Leidner (1998), Is anybody out there? Antecedents of trust in virtual global teams. *Journal of Management Information Systems*, 14(4), 29-64.

- Kanawattanachai, P., & Yoo, Y. 2002. Dynamic nature of trust in virtual teams. *Journal of Strategic Information Systems*, 11: 187–213.
- Kayworth, T., & Leidner, D. 2000. The global virtual manager: A prescription for success. *European Management Journal*, 18: 183–194.
- Kettinger, W. J. & V. Grover (1997), The use of computer mediated communication in an interorganisational context, *Decision Sciences*, 28 (3), 513-555.
- Laak, M. van de (2005), *Commercie Versus Communicatie : het gebruik van e-mail door een commerciële buitendienst.*, doctoraalscriptie BDM, Tilburg: UvT.
- Lau, F., Sarker, S. and S. Sahay (2000), On managing virtual teams. *Healthcare Information Communication Canada*, 14, 46-53
- Lipnack, J. & J. Stamps (1997), *Virtual teams: reaching across space, time, and organizations with technology*, New York: Wiley and Sons.
- Lurey, J. S., & Raisinghani, M. S. 2001. An empirical study of best practices in virtual teams. *Information & Management*, 38: 523–544.
- McDonough, E. F., III, Kahn, K. B., & Barczak, G. (2001). An investigation of the use of global, virtual, and colocated new product development teams. *The Journal of Product Innovation Management*, 18: 110–120.
- Montoya-Weiss, M., Massey, A., & Song, M. 2001. Getting it together: Temporal coordination and conflict management in global virtual teams. *Academy of Management Journal*, 44: 1251–1262.
- Mortensen, M., & Hinds, P. J. (2001). Conflict and shared identity in geographically distributed teams. *International Journal of Conflict Management*, 12: 212–238.
- Murthy, U.S. & D.S. Kerr (2003), Decision making performance of interacting groups: an experimental investigation of the effects of task type and communication mode, *Information & Management*, 40- 351-360.
- Nakamura et al in Eom & kwon Lee 1999 advanced management Journal.
- Pauleen, D. J. & P. Yoong (2001). Relationship building and the use of ICT in boundary-crossing virtual teams: a facilitator's perspective, *Journal of Information Technology*, 16, 205-220.
- Rasters, G. (2004), *Communication and collaboration in virtual teams. Did we get the message?* Doctoral dissertation, Nijmegen: Radboud University.
- Robb, D. (2002). Virtual workplace. *HR Magazine*, 47, 105-114
- Schaafsma, J. & P. van der Wijst (in voorbereiding). Leiderschap en persoonlijkheid in virtuele teams.
- Schaepman, E. (2000). *E-business. De hype voorbij*. Deventer: Kluwer.
- Schmeitz, F. (2004), *Groepsprocessen in een chatomgeving. Effecten van leiderschap*. Doctoraalscriptie, Tilburg: UvT
- Siegel, J., Dubrowsky, V., Kiesler, S., & T. McGuire (1986), Group processes in computer mediated communication. *Organizational Behavior and Human Decision Processes*, 37, 157-187

Smith, J., & Vanecek, M. (1990), Dispersed group decision making using non-simultaneous computer conferencing: a report of research. *Journal of Management Information Systems*, 7(2), 71-92

Sproull, L., & Kiesler, S. (1986). Reducing social context cues: Electronic mail in organizational communication. *Management Science*, 32, 1492–1512.

Straus, S.G. (1996), Getting a clue: The effects of communication media and information distribution on participation and performance in computer-mediated and face-to-face groups. *Small Group Research*, 27, 115-142

Straus, S.G. & J.E. Mc Grath (1994), does the medium matter? The interaction of task type and technology on group performance and member reactions. *Journal of Applied Psychology*, 79, 87-97.

Thompson, L. F., & Coovert, M. D. 2002. Steeping up to the challenge: A critical examination of face-to-face and computer-mediated team decision making. *Group Dynamics*, 6: 52–64.

Valacich, J. S., George, J. F., Nunamaker, J. F., Jr., & Vogel, D. R. (1994), Physical proximity effects on computermediated group idea generation. *Small Group Research*, 25, 83–104.

Veeke, D. van der (2004), *Forums als digitale arena : een verkennend onderzoek naar beleefdheid, conflicthantering en flame wars in een forum- omgeving* . Doctoraalscriptie, Tilburg: UvT

Warkentin, M. E., Sayeed, L., & Hightower, R. (1997). *Virtual teams versus face-to-face teams: An exploratory study of a web-based conference system*, 28: 975–996.

Zigurs, I. (2003), Leadership in Virtual Teams: Oxymoron or Opportunity? *Organizational Dynamics*, 31, 4, 339-351

Hoofdstuk 5. Websiteanalyse

Coumans, A. (2001), *Visuele Communicatie of Hoe wij beelden interpreteren*. Utrecht: Hogeschool voor de kunsten, Faculteit Beeldende Kunst en Vormgeving.

Driel, H. van (1993). *De semiosis. De semiotiek van C.S. Peirce in verband gebracht met het verschijnsel 'film'*. Proefschrift Tilburg: Tilburg University.

Driel, H. van (2001), *Digitaal communiceren*. Amsterdam: Boom.

Eco, U. (1983), *De naam van de roos*. Amsterdam: Bert Bakker.

Jordan, P. (1998), *An Introduction to Usability*. London [etc.]: Taylor & Francis.

Lubbe, J. C.A. van der & A. J.A. van Zoest (eds) (1997), *Teken en betekenis*. Haarlem: Aramith.

Hoofdstuk 6. De beoordeling van de kwaliteit van websites

- Anderson, S.L. e.a. (1998), Editing a website: Extending the levels of edit. In: *IEEE Transactions on professional communication*. Vol. 41, no. 1, March, 47-57.
- Baarda, D.B. & M.P.M. de Goede (1994), *Basisboek methoden en technieken*. Houten: Stenfert Kroese.
- Barab, S.A., B.E. Bowdish, M.F. Young & S.V. Owen (1996), Understanding Kiosk Navigation: Using Log Files to Capture Hypermedia Searches. In: *Instructional Science*, 24, pp. 377-395.
- Danielson, D. R. (2002). Web navigation and the behavioral effects of constantly visible site maps. In: *Interacting with computers*, 14, 601-618.
- Driel, H. van (2001), *Digitaal communiceren*. Amsterdam: Boom.
- Drott, M.C. (1998), Using web servers logs to improve Site Design. In: *SIGDOC Conference Proceedings 1998*, pp. 43-50.
- Fucella, J. (1997), Using User Centered Design Methods to Create and Design Usable Web Sites. In: *SIGDOC Conference Proceedings 1997*.
- Geel, A. van (1998), *Oriëntatie Gebruikersonderzoek KUBweb 2.0*. Intern onderzoeksverslag. Tilburg: KUB Library.
- Henderson, R., J. Podd, M. Smith & H. Varela-Alvarez (1995), An Examination of four user-based software evaluation methods. In: *Interacting with Computers*, vol. 7, no. 4, pp. 412-432.
- Hoeken, H. (1998), *Het ontwerp van overtuigende teksten. Wat onderzoek leert over de opzet van effectieve reclame en voorlichting*. Bussum: Coutinho.
- Jong, M. de & A. Heuvelman (1999), De formatieve evaluatie van voorlichtingssites op het World Wide Web. Een inventarisatie van benaderingen. In: *Jaarboek Onderzoek Communicatiemanagement*. Houten [etc.] : Bohn Stafleu Van Loghum.
- Kantner, L. & S. Rosenbaum (1997), Usability Studies of WWW Sites: Heuristic evaluation vs. Laboratory Testing. In: *SIGDOC 97*. Utah: Snowbird.
- Keevil, B. (1998). Measuring the usability index of your web site. In: *SIGDOC Conference Proceedings 1998*, pp. 271-277 (www3.sympatico.ca/bkeevil/sigdoc98/).
- Knussen, C., G.R. Tanner & M.R. Kirby (1991), An Approach to the Evaluation of Hypermedia. In: *Computers Educ.*, volume 17, no. 1, pp. 13-24.
- Konings, N., L. Flinkenflögel & C. Koolen (2001), *Gebruikersonderzoek aan de hand van www.intertoys.nl*. Werkstuk in het kader van de cursus *Digitaal Communiceren*, Faculteit der Letteren, Universiteit van Tilburg.
- Krahmer, E. & Ummelen, N. (2004). Thinking about thinking aloud: A comparison of two verbal protocols for usability testing. In: *IEEE Transactions on Professional Communication*, 47(2), 105-117.
- Nielsen, J. & D. Sano (1995), SunWeb: user interface design for Sun Microsystem's internal web. In: *Computer Networks and ISDN Systems*, 28, pp. 179 - 188.
- Ohnemus, K.R. (1997), Web Style Guides: Who, What, Where. In: *SIGDOC Conference Proceedings 1997*, pp. 189-197.

- Ragetlie, J.P. (2000), *Ingeburgerd achter de schermen; de elektronische relatie tussen overheid en burger vraaggericht verbeeld*. Nijmegen: Katholieke Universiteit Nijmegen (afstudeerscriptie).
- Ratner, J.A., E. Grose & C. Forsythe (1996), Traditional Vs. Web Style Guides: How Do They Differ? In: *Proceedings of the Humans Factors and Ergonomics Society 40 th Annual Meeting*, pp. 365-369.
- Renkema, J. (1996) Over smaak valt goed te twisten. Een evaluatiemodel voor tekstkwaliteit. In: *Tijdschrift voor taalbeheersing*, nr. 4, 324-338.
- Renkema, J. (1998), De C3-analyse. In: *Tekst[blad]*, nr. 4, 29-30.
- Renkema, J. & P.J. Schellens (1996), Tekstevaluatie ofwel het raadsel van de bosch-kabouter. In: *Tijdschrift voor taalbeheersing*, nr. 4, 305-309.
- Seesing, H. (2001), *Stageverslag Beau Monde*. Tilburg: Universiteit van Tilburg.
- Someren, M.W. van, Y.F. Barnard & J.A.C. Sandberg (1994), *The Think aloud Method: a Practical Guide to Modelling Cognitive Processes*. London: Academic Press.
- Stielstra, Th. (1999), *Internet-gids*. Den Haag: Sdu Uitgevers.
- Stienstra, J.P. (1997), Onderzoek bij de ontwikkeling van overheidscommunicatie. In: P.J. Schellens e.a. (eds), *Jaarboek Onderzoek Communicatiemanagement 1997*, pp. 34-49. Houten: Bohn Stafleu Van Loghum.
- Voet, M. (2001), *Website-navigatie. Een onderzoek naar de ontwikkeling van een instrument voor het evalueren van website-navigatie*. Tilburg: Universiteit van Tilburg (afstudeerscriptie).

Hoofdstuk 7. Vinden van informatie

Baayen, R.H., R. Piepenbrock, & H. van Rijn (1993), *The CELEX Lexical Database* (Release 1) [CD-ROM]. Philadelphia, PA: Linguistic Data Consortium, University of Pennsylvania [Distributor].

Berners-Lee, T., J. Hendler, & O. Lassila (2001), The Semantic Web. In: *Scientific American*, May 2001.

Bouma, G., G. van Noord & R. Malouf (2000), Alpino: Wide Coverage Computational Analysis of Dutch. In: *Computational Linguistics in the Netherlands: Selected Papers from the Eleventh CLIN Meeting*.

Brin, S., & L. Page (1998), The Anatomy of a Large-Scale Hypertextual Web Search Engine. In: *Proceedings of World-Wide Web '98 (WWW7)*.

Buchholz, S, & W. Daelemans (1999), Complex answers: A case study using a WWW question answering system. In: *Natural Language Engineering, Special Issue on Question Answering*.

Coppen, P.A. (1994), A new version of the Amazon/Casus system. In: P. de Haan and N. Oostdijk (eds), *Proceedings of the Department of Language and Speech*, Vol. 18, 85-90, University of Nijmegen.

De Bra, P. (2003), Link-Independent Navigation Support in Web-Based Adaptive Hypermedia. In: *Journal of Web Engineering*, 2:1&2, pp. 74-89.

Grice, H. P., (1975), Logic and Conversation. In: P. Cole and J. Morgan (eds), *Syntax and Semantics*, vol. 3, Academic Press, pp. 41-58

Jijkoun, V., G. Mishne & M. de Rijke (2003), Building infrastructure for Dutch question answering. In: A.P. de Vries (ed.), *Proceedings DIR 2003*.

Kleinberg, J.M. (1998), Authoritative Sources in a Hyperlinked Environment. In: *Proceedings of ACM-SIAM Symposium on Discrete Algorithms*, pp. 668-677.

Miller, G., R. Beckwith, C. Fellbaum, D. Gross & K.J. Miller (1990), Wordnet: An on-line lexical database. In: *International Journal of Lexicography*, 3:4, 235—312.

Van Rijsbergen, C.J. (1979). *Information Retrieval*. London: Butterworth (second edition).

Salton, G. (1983). *Introduction to Modern Information Retrieval*. London: McGraw-Hill.

Spärk Jones, K. (1972). A statistical interpretation of term specificity and its application in retrieval. In: *Journal of Documentation*, 28:1, pp. 11-21.

Stephenson, N. (1999). *In the beginning ... was the command line*. New York: Avon Books

Vossen, P. (Ed.) (1998), *EuroWordNet: a multilingual database with lexical semantic networks*. Dordrecht: Kluwer Academic Publishers.

Wiebe, J., T. Wilson, R. Bruce, M. Bell & M. Martin (2004), Learning subjective language. In: *Computational Linguistics* 30 (3).

Hoofdstuk 6. Digitale communicatie in gesproken taal

- Barkhuysen, P., E. Kraemer & M. Swerts (2005), Problem detection in human-machine interactions based on facial expressions of users. In: *Speech Communication*, in press.
- Benoit, C., T. Guiard-Marigny, B. Le Goff en A. Adjoudani (1996), Which components of the face do humans and machines best speechread? In: D. Stork en M. Henecke (eds), *Speechreading by humans and machines*. Berlin: Springer Verlag.
- Bolinger, D. (1985), *Intonation and its parts*, Londen: Edward Arnolds.
- Bolt, R., (1980), Put-that-there: Voice and Gesture at the Graphics Interface. In: *Computer Graphics* 14(3):262-270.
- Van den Bosch, A., E. Kraemer & M. Swerts (2001), Detecting problematic turns in human-machine interactions: Rule-induction versus memory-based learning approaches. In: *Proceedings of the 39th Annual Meeting of the Association for Computational Linguists (ACL)*, Toulouse.
- Cassell, J. (2000), Nudge nudge wink wink: Elements of face-to-face conversation for embodied conversational agents. In: Cassell, J. et al. (eds), *Embodied Conversational Agents*, pp. 1-27. Cambridge, MA: MIT Press.
- Cassell, J., Bickmore, T., Campbell, L., Vilhjálmsón, H. en Yan, H. (2000), Human Conversation as a System Framework: Designing Embodied Conversational Agents. In: Cassell, J. et al. (eds), *Embodied Conversational Agents*, pp. 29-63. Cambridge, MA: MIT Press.
- Colby, K. (1999), Human-computer conversation in a cognitive therapy program. In: Y. Wilks (ed.), *Machine Conversations*. Dordrecht: Kluwer Academic Publishers.
- DeCarlo, D., M. Stone, C. Revilla & J. Venditti (2004), Specifying and animating facial signals for discourse in embodied conversational agents. In: *Computer Animation and Virtual Worlds*, 15(1),27-38.
- Dehn, D. & S. van Mulken (2000), The impact of animated interface agents: a review of empirical research. In: *International Journal of Human-Computer Studies*, 52:1-22.
- Deemter, K., van, E. Kraemer, M. Theune (2005), Real vs. template based natural language generation: A false opposition? In: *Computational Linguistics*, te verschijnen.
- Ekman, P. (1979). About brows: Emotional and conversational signals. In: J. Aschoff, M. von Carnach, K. Foppa, W. Lepenies, & D. Plog (eds), *Human ethology*. Cambridge: Cambridge University Press, 169-202.
- Gibbon, D., R. Moore en R. Winski (eds) (1997), *Handbook of Standards and Resources for Spoken Language Systems*. New York: Mouton de Gruyter.
- Hirschberg, J., D. Litman en M. Swerts (2004), Prosodic and other cues to speech recognition failures. In: *Speech Communication* 43(1-2): 155-175.
- Jackson, P. & I. Moulinier (2002), *Natural Language Processing for Online Applications : Text Retrieval, Extraction and Categorization*. Amsterdam: Benjamins.
- Jelinek, F. (1997), *Statistical Methods for Speech Recognition*. Cambridge, MA: The MIT Press.
- Jurafsky, D. en J. Martin (2000), *Speech and Language Processing*. New Jersey: Prentice Hall.

Krahmer, E., M. Swerts, M. Theune & M. Weegels (2002), The dual of denial: Two uses of disconfirmations in dialogue and their prosodic correlates. In: *Speech Communication*, 36(1-2): 133-145.

Krahmer, E. & M. Swerts (2004), More about brows. In: Zs. Ruttkay en C. Pelachaud (eds), *From Brows to Trust: Evaluating Embodied Conversational Agents*. Dordrecht: Kluwer Academic Publishers, pp. 191-216.

Leiser, R. (1993), Driver-vehicle interfaces: dialogue design for voice input. In: A. Parkes en S. Franzen (eds.), *Driving Future Vehicles*, Taylor & Francis, 275-293.

Lendvai, P. (2004), *Extracting information from spoken user input: A machine learning approach*. Proefschrift, Universiteit van Tilburg.

Manning, C. & H. Schütze (1999), *Foundations of Statistical Natural Language Processing*. Cambridge MA: The MIT Press.

E. Marsi, B. Busser, W. Daelemans, V. Hoste, M. Reynaert & A. van den Bosch (2002), Combining information sources for memory-based pitch accent placement. In: *International Conference on Spoken Language Processing (ICSLP)*, Denver Co, 1273-1276.

Nass, C. & K. Lee (2001), Does computer-generated speech manifest personality? Experimental tests of recognition, similarity attraction, and consistency-attraction. In: *Journal of Experimental Psychology: Applied*, 7(3): 171-181.

Oviatt, S., M. MacEachern & G.-A. Levow (1998), Predicting Hyperarticulate Speech During Human-Computer Error Resolution. In: *Speech Communication*, 24(2): 87-110.

Oviatt, S. (2003), Multimodal interfaces. In: J. Jacko & A. Sears (eds), *Handbook of Human-Computer Interaction*. Lawrence Erlbaum: New Jersey.

Petajan, E. (1984), *Automatic lipreading to enhance speech recognition*. Proefschrift, Univeristy of Illinois.

Reiter, E. & R. Dale (2000), *Building Natural Language Generation Systems*. Cambridge: Cambridge University Press.

Shieber, S. (1994), Lessons from a restricted Turing test. In: *Communications of the ACM* 37(6):70-78.

Shneiderman, B. (1998), *Designing the user interface: Strategies for effective human-computer interaction* [3e editie]. Reading: Addison-Wesley.

Souvigner, B., A. Kellner, B. Rueber, H. Schramm & F. Seide (2000), The Thoughtful Elephant: Strategies for Spoken Dialog Systems. In: *IEEE Transactions on Speech and Audio Processing*, 8(1):51-62.

Sproull, L., M. Subramani, S. Kiesler, J. Walker & K. Waters (1996), When the Interface Is a Face. In: *Human-Computer Interaction*, 11, 97-124.

Turing, A.M. (1950). Computing machinery and intelligence. In: *Mind* 59, 433-460.

Weizenbaum, J. (1966), ELIZA- A computer program for the study of natural language communication between men and machines. In: *Communications of the ACM*, 9:36-45.

Walker, M., C. Kamm and D. Litman (2001), Towards developing general models of usability with PARADISE. In: *Natural Language Engineering*, 6(3&4):363-377.

Weegels, M. (2000), Users' conceptions of voice-operated information services. In: *International Journal of Speech Technology*, 3(2):75-82.

Hoofdstuk 9. Een multimodale kijk op informatie

- Ainsworth, S. (1999). The functions of multiple representations. In: *Computers & Education*, 33, 131-152.
- Ainsworth, S., & Loizou, A. T. (2003). The effects of self-explaining when learning with text or diagrams. In: *Cognitive science*, 27, 669-681.
- Ainsworth, S., & VanLabeke, N. (2004). Multiple forms of dynamic representation. In: *Learning and Instruction*, 14(3), 241-256.
- Atkinson, R. K. (2002). Optimizing Learning From Examples Using Animated Pedagogical Agents. In: *Journal of Educational Psychology*, 94(2), 416-427.
- Barsalou, L. W. (1999). Perceptual symbol systems. In: *The behavioral and brain sciences : an international journal of current research and theory with open peer commentary*, 22, 577-609.
- Beasley, R. E., & Waugh, M. L. (1996). The Effects of Content-Structure Focusing on Learner Structural Knowledge Acquisition, Retention, and Disorientation in a Hypermedia Environment. In: *Journal of Research on Computing in Education*, 28(3), 271-281.
- Bernhardt, S. A. (1986). Seeing the text. In: *College Composition and Communication*, 37(1), 66-78.
- Bodemer, D., Ploetzner, R., Feuerlein, I., & Spada, H. (2004). The active integration of information during learning with dynamic and interactive visualisations. In: *Learning and Instruction*, 14(3), 325-341.
- Boechler, P. M., & Dawson, M. R. W. (2002). Effects of navigation tools information on hypertext navigation behavior: a configural analysis of page-transition data. In: *Journal of Educational Multimedia and Hypermedia*, 11(2), 95-115.
- Boekelder, A., & Steehouder, M. (1998). Selecting and Switching: Some Advantages of Diagrams Over Tables and Lists for Presenting Instructions. In: *IEEE Transactions on Professional Communication*, 41(4), 229-241.
- Bransford, J. D., Barclay, J. R., & Franks, J. J. (1972). Sentence memory: a constructive versus interpretative approach. In: *Cognitive Psychology*, 3, 193-209.
- Chaiken, S. (1987). The heuristic model of persuasion. In: M. P. Zanna & J. M. Olson & C. P. Herman (Eds.), *Social influence: the Ontario symposium* (Vol. 5, pp. 3-39). Hillsdale, N.J.: Lawrence Erlbaum.
- Chandler, P. (2004). Commentary The crucial role of cognitive processes in the design of dynamic visualizations. In: *Learning and Instruction*, 14(3), 353-357.
- Chandler, P., & Sweller, J. (1996). Cognitive Load While Learning to Use a Computer Program. In: *Applied Cognitive Psychology*, 10, 151-170.
- Chen, C., & Rada, R. (1996). Interacting With Hypertext: A Meta-Analysis of Experimental Studies. In: *Human-Computer Interaction*, 11, 125-156.
- Cheng, P. C.-H., Lowe, R. K., & Scaife, M. (2001). Cognitive Science Approaches To Understanding Diagrammatic Representations. In: *Artificial intelligence review*, 15, 79-94.
- Chien Chou, H. L., & Sun, C.-T. (2000). Navigation maps in hierarchical-structured hypertext courseware. In: *International Journal of Instructional Media*, 27(2), 165-182.

- Coll, J. H. (1992). An experimental study on the efficacy of tables versus bar graphs with respect to type of task. In: *Information & Management*, 23(1), 45-51.
- Coll, J. H., & Coll, R. (1993). Tables and Graphs: A Classification Scheme for Display Presentation Variables and a Framework for Research in this Area. In: *Information Processing & Management*, 29(6), 745.
- Coll, R. A., Coll, J. H., & Thakur, G. (1994). Graphs and Tables: A Four-Factor Experiment. In: *Communications of the Association for Computing Machinery*, 37(4), 76.
- Cooper, G. (1998). *Research into cognitive load theory and instructional design at UNSW* [internet]. http://www.arts.unsw.edu.au/education/CLT_NET_Aug_97.html. Retrieved, 2003, from the World Wide Web:
- Cooper, G., Tindall-Ford, S., Chandler, P., & Sweller, J. (2001). Learning by Imagining. In: *Journal of experimental psychology : applied*, 7(1), 68-81.
- Craig, S. D., Gholson, B., & Driscoll, D. M. (2002). Animated Pedagogical Agents in Multimedia Educational Environments: Effects of Agent Properties, Picture Features, and Redundancy. In: *Journal of Educational Psychology*, 94, 428-434.
- Danielson, D. R. (2002). Web navigation and the behavioral effects of constantly visible site maps. In: *Interacting with computers*, 14, 601-618.
- Dee-Lucas, D., & Larkin, J. H. (1995). Learning from electronic texts: Effects of interactive overviews for information access. In: *Cognition and Instruction*, 13(3), 431-468.
- Dias, P., & Sousa, P. (1997). Understanding navigation and disorientation in hypermedia learning environments. In: *Journal of Educational Multimedia and Hypermedia*, 6(2), 173-185.
- Dieberger, A. (1995). Providing spatial navigation for the World Wide Web. In: G. Goos (Ed.), *Lecture notes in computer science* (pp. 93-106). Berlin: Springer.
- Dieberger, A., & Frank, A. U. (1998). A city metaphor to support navigation in complex information systems. In: *Journal of Visual Language and Computing*, 9, 597-622.
- Dillon, A. (2004). *Designing Usable Electronic Text*. (2nd Edition ed.). London etc: CRC Press.
- Fishbein, M., & Ajzen, I. (1975). *Belief, attitude, intention and behavior : an introduction to theory and research*. Reading, Mass., London [etc.]: Addison-Wesley.
- Forceville, C. (2002). The identification of target and source in pictorial metaphors. In: *Journal of pragmatics*, 34(1), 1-1-14.
- Gelman, A., Pasarica, C., & Dodhia, R. (2002). Statistical Computing and Graphics - Let's Practice What We Preach: Turning Tables into Graphs. In: *The American statistician*, 56(2), 121-130.
- Gibson, J. J. (1979). *The ecological approach to visual perception*. Hillsdale, New Jersey: Lawrence Erlbaum Associates.
- Glenberg, A. M. (2002). The indexical hypothesis: Meaning from language, world, and image. In: N. Allen (Ed.), *Working with words and images: New steps in an old dance* (pp. 27-42). Westport, CT: Ablex Publishing.
- Glenberg, A. M., & Robertson, D. A. (1999). Indexical Understanding of Instructions. In: *Discourse Processes*, 28, 1-26.

- Glenberg, A. M., & Robertson, D. A. (2000). Symbol Grounding and Meaning: A Comparison of High-Dimensional and Embodied Theories of Meaning. In: *Journal of memory and language*, 43, 379-401.
- Gupta, M., & Gramopadhye, A. K. (1995). An evaluation of different navigational tools in using hypertext. In: *Computers & Industrial Engineering*, 29, 437-441.
- Guthrie, J. T., Weber, S., & Kimmerly, N. (1993). Searching Documents: Cognitive Processes and Deficits in Understanding Graphs, Tables, and Illustrations. In: *Contemporary educational psychology*, 18(2), 186.
- Gyselinck, V., & Tardieu, H. (1999). The role of illustrations in text comprehension: what, when, for whom, and why? In: H. van Oostendorp & S. R. Goldman (Eds.), *The construction of mental representations during reading* (pp. 195-218). Mahwah, N.J, London: Lawrence Erlbaum Associates.
- Harp, S. F., & Mayer, R. E. (1997). The Role of Interest in Learning From Scientific Text and Illustrations: On the Distinction Between Emotional Interest and Cognitive Interest. In: *Journal of Educational Psychology*, 89(1), 92-102.
- Harvey, N., & Bolger, F. (1996). Graphs versus tables: Effects of data presentation format on judgemental forecasting. In: *International journal of forecasting*, 12(1), 119-137.
- Hegarty, M. (2004). Commentary Dynamic visualizations and learning: getting to the difficult questions. In: *Learning and Instruction*, 14(3), 343-351.
- Hink, J. K., Eustace, J. K., & Wogalter, M. S. (1998). Do graphics enable the extraction of quantitative information better than pure graphs or tables? In: *International journal of Industrial Ergonomics*, 22, 439-447.
- Hofman, R., & van Oostendorp, H. (1999). Cognitive effects of a structural overview in hypertext. In: *British Journal of Educational Technology*, 30(2), 129-140.
- Hong, W., Thong, J. Y. L., & Tam, K. Y. (2004). Does Animation Attract Online Users' Attention? The Effects of Flash on Information Search Performance and Perceptions. In: *Information systems research : a journal of the Institute of Management Sciences*, 15(1), 60-86.
- Jansen, C., & Maes, A. (1999). Document Design and Professional Communication. In: *South African Journal of Linguistics*, 17(4), 234-255.
- Jarvenpaa, S. L. (1989). The Effect of Task Demands and Graphical Format on Information Processing Strategies. In: *Management Science*, 35(3), 285-303.
- Johnson Sheehan, R. (2002). Being visual, visual beings. In: N. Allen (Ed.), *Working with words and images. New steps in an old dance* (pp. 75-96). Westport, Connecticut, London: Ablex Publishing.
- Johnson-Laird, P. N. (1983). *Mental models*. Cambridge: Cambridge University Press.
- Jonassen, D. H., & Wang, S. (1993). Acquiring structural knowledge from semantically structured hypertext. In: *Journal of Computer-based instruction*, 20, 1-8.
- Kalmbach, J. (2002). The ransom note fallacy and the acquisition of typographic emphasis. In: N. Allen (Ed.), *Working with words and images. New steps in an old dance*. Westport, Connecticut, London: Ablex Publishing.
- Kalyuga, S., Chandler, P., & Sweller, J. (1999). Managing Split-attention and Redundancy in Multimedia Instruction. In: *Applied Cognitive Psychology*, 13, 351-371.

- Kaschak, M. P., & Glenberg, A. M. (2000). Constructing Meaning: The Role of Affordances and Grammatical Constructions in Sentence Comprehension. In: *Journal of memory and language*, 43, 508-529.
- Kendon, A. (2001). Review Article. Gesture as communication strategy. In: *Semiotica*, 135(1/4), 191-209.
- Kim, H. (1999). An empirical study of navigation aids in customer interfaces. In: *Behaviour & Information Technology*, 18(3), 213-224.
- Kintsch, W. (1994). Text Comprehension, Memory, and Learning. In: *American Psychologist*, 49(4), 294-303.
- Kosslyn, S. M. (1989). Understanding Charts and Graphs. In: *Applied Cognitive Psychology*, 3, 185-226.
- Kosslyn, S. M. (1994). *Image and brain : the resolution of the imagery debate*. Cambridge, Mass. [etc.]: The MIT Press.
- Kostelnick, C., & Roberts, D. D. (1998). *Designing visual language. Strategies for professional communicators*. Boston [etc.]: Allyn and Bacon.
- Leahy, W., Chandler, P., & Sweller, J. (2003). When auditory presentations should and should not be a component of multimedia instruction. In: *Applied cognitive psychology*, 17(4), 401-418.
- Lohse, G. L. (1993). A cognitive model for understanding graphical perception. In: *Human Computer Interaction*, 8, 353-388.
- Lowe, R. K. (2004). Interrogation of a dynamic visualization during learning. In: *Learning and Instruction*, 14(3), 257-274.
- Maes, A., Ummelen, N., & Hoeken, H. (1996). *Instructieve teksten: analyse, ontwerp en evaluatie*. Bussum: Coutinho.
- Mandel, N., & Johnson, E. J. (2002). When Web Pages Influence Choice: Effects of Visual Primes on Experts and Novices. In: *Journal of consumer research : an interdisciplinary quarterly*, 29, 235-245.
- Marcus, N., Cooper, M., & Sweller, J. (1996). Understanding Instructions. In: *Journal of Educational Psychology*, 88(1), 49-62.
- Mat-Hassan, M., & Levene, M. (2001). Can Navigational Assistance Improve Search Experience? A User Study. In: *First Monday. Peer-Reviewed Journal on the Internet*, 6(9).
- Mayer, R. E. (1998). Research-based principles for the design of instructional messages: The case of multimedia explanations. In: A. Maes & H. Hoeken & L. G. M. Noordman & W. Sporeen (Eds.), *Document design: Linking writers' goals to readers' needs. Proceedings of the First International Conference on Document Design*. (pp. 105-120). Tilburg: Tilburg University.
- Mayer, R. E. (1999). Research-based principles for the design of instructional messages: the case of multimedia explanations. In: *Document design*, 1, 7.
- Mayer, R. E. (2001). *Multimedia learning*. Sante Barbara: Cambridge University Press.
- Mayer, R. E., Bove, W., Bryman, A., Mars, R., & Tapangco, L. (1996). When Less Is More: Meaningful Learning From Visual and Verbal Summaries of Science Textbook Lessons. In: *Journal of Educational Psychology*, 88(1), 64-73.

- Mayer, R. E., & Chandler, P. (2001). When learning is just a click away: does simple user interaction foster deeper understanding of multimedia messages? In: *Journal of Educational Psychology*, 93(2), 390-397.
- Mayer, R. E., Dow, G. T., & Mayer, S. (2003). Multimedia Learning in an Interactive Self-Explaining Environment: What Works in the Design of Agent-Based Microworlds? In: *Journal of educational psychology*, 95(4), 806-811.
- Mayer, R. E., Fennell, S., Farmer, L., & Campbell, J. (2004). A Personalization Effect in Multimedia Learning: Students Learn Better When Words Are in Conversational Style Rather Than Formal Style. In: *The journal of educational psychology : including experimental pedagogy, child psychology and hygiene, and educational statistics*, 96, 389-394.
- Mayer, R. E., & Gallini, J. K. (1990). When Is an Illustration Worth Ten Thousand Words? In: *Journal of Educational Psychology*, 82(4), 715-726.
- Mayer, R. E., & Sims, V. K. (1994). For Whom Is a Picture Worth a Thousand Words? Extensions of a Dual-Coding Theory of Multimedia Learning. In: *Journal of Educational Psychology*, 86(3), 389-401.
- Mayer, R. E., Sobko, K., & Mautone, P. D. (2003). Social Cues in Multimedia Learning: Role of Speaker's Voice. In: *Journal of Educational Psychology*, 95(2), 419-425.
- McDonald, S., & Stevenson, R. J. (1998). Navigation in hyperspace: an evaluation of the effects of navigational tools and subject matter expertise on browsing and information retrieval in hypertext. In: *Interacting with Computers*, 10, 129-142.
- McDonald, S., & Stevenson, R. J. (1999). Spatial versus conceptual maps as learning tools in hypertext. In: *Journal of Educational Multimedia and Hypermedia*, 8(1), 43-63.
- McQuarrie, E. F., & Mick, D. G. (1992). On Resonance: A Critical Pluralistic Inquiry into Advertising Rhetoric. In: *Journal of Consumer Research*, 19(2), 180-197.
- McQuarrie, E. F., & Mick, D. G. (1996). Figures of Rhetoric in Advertising Language. In: *Journal of consumer research*, 22(4), 424-438.
- McQuarrie, E. F., & Mick, D. G. (1999). Visual rhetoric in advertising: text-interpretive, experimental, and reader-response analyses. In: *Journal of Consumer Research*, 26, 37-54.
- McQuarrie, E. F., & Mick, D. G. (2003a). The contribution of semiotic and rhetorical perspectives to the explanation of visual persuasion in advertising. In: L. M. Scott & R. Batra (Eds.), *Persuasive Imagery. A consumer perspective* (pp. 219-221). Mahwah, N.J, London: Lawrence Erlbaum.
- McQuarrie, E. F., & Mick, D. G. (2003b). Visual and verbal rhetorical figures under directed processing versus incidental exposure to advertising. In: *Journal of Consumer Research*, 29, 579-587.
- Meyer, J. (2000). *Performance with tables and graphs: effects of training and a Visual Search Model* (Vol. 43).
- Meyer, J., Shamo, M. K., & Gopher, D. (1999). Information structure and the relative efficacy of tables and graphs. In: *Human Factors*, 41, 570-587.
- Meyer, J., Shinar, D., & Leiser, D. (1997). Multiple factors that determine performance with tables and graphs. In: *Human Factors*, 39(2), 268-286.
- Meyers-Levy, J., & Malaviya, P. (1999). Consumers' Processing of Persuasive Advertisements: An Integrative Framework of Persuasion Theories. In: *Journal of marketing*, 63, 45-45-60.

- Miniard, P. W., Bhatla, S., Lord, K. R., Dickson, P. R., & Rao Unnava, H. (1991). Picture-based Persuasion Processes and the Moderating Role of Involvement. In: *Journal of Consumer Research*, 18, 92-107.
- Moreno, R., & Mayer, R. E. (2000). Engaging Students in Active Learning: The Case for Personalized Multimedia Messages. In: *Journal of educational psychology*, 92(4), 724-733.
- Moreno, R., & Mayer, R. E. (2002). Learning Science in Virtual Reality Multimedia Environments: Role of Methods and Media. In: *The journal of educational psychology : including experimental pedagogy, child psychology and hygiene, and educational statistics*, 94, 598-610.
- Moreno, R., & Mayer, R. E. (2004). Personalized Messages That Promote Science Learning in Virtual Environments. In: *Journal of Educational Psychology*, 96(1), 165-173.
- Moreno, R., Mayer, R. E., Spies, H. A., & Lester, J. C. (2001). The case for social agency in computer-based teaching : do students learn more deeply when they interact with animated pedagogical agents? In: *Cognition and instruction*, 19, 177-214.
- Mothersbaugh, D. L., Huhmann, B. A., & Franke, G. R. (2002). Combinatory and Separative Effects of Rhetorical Figures on Consumers' Effort and Focus In Ad Processing. In: *Journal of Consumer Research*, 28, 589-602.
- Mousavi, S. Y., Low, R., & Sweller, J. (1995). Reducing Cognitive Load by Mixing Auditory and Visual Presentation Modes. In: *Journal of educational psychology*, 87(2), 319-333.
- Mulken, M. van (2003). Analyzing rhetorical devices in print advertisements. In: *Document design*, 4, 114-128.
- Narayanan, N. H., & Hegarty, M. (2002). Multimedia design for communication of dynamic information. In: *Int. J. Human-computer studies*, 57(279-315).
- Noordman, L., & Maes, A. (2000). Het verwerken van tekst. In: A. Braet (Ed.), *Taalbeheersing als Communicatiewetenschap* (pp. 29-60). Bussum: Coutinho.
- Paas, F. G. W. C., Renkl, A., & Sweller, J. (2004). Cognitive Load Theory: Instructional Implications of the Interaction between Information Structures and Cognitive Architecture. In: *Instructional science*, 32(1-2), 1-8.
- Paas, F. G. W. C., Tuovinen, J. E., Tabbers, H. K., & Van Gerven, P. W. M. (2003). Cognitive Load Measurement as a Means to Advance Cognitive Load Theory. In: *Educational Psychologist*, 38(1), pp. 63-71.
- Park, J., & Kim, J. (2000). Contextual navigation aids for two world wide web systems. In: *International Journal of Human-Computer Interaction*, 12(2), 193-217.
- Patel, S. C., Drury, C. G., & Shalin, V. L. (1998). Effectiveness of expert semantic knowledge as a navigational aid within hypertext. In: *Behavior and information technology*, 17(6), 313-324.
- Pettersson, R. (1998). *Image functions in information design*. Paper presented at the The 30th annual conference of the International Visual Literacy Association, Athens.
- Pettersson, R. (2002). *Information Design. An introduction* (Vol. 3). Amsterdam/Philadelphia: John Benjamins Publishing Company.
- Petty, R. E., & Cacioppo, J. T. (1986). *Communication and persuasion*. New York [etc.]: Springer.

- Phillips, B. J. (2000). The Impact of Verbal Anchoring on Consumer Response to Image Ads. In: *Journal of advertising : official publication*, 29, 15-24.
- Phillips, B. J., & McQuarrie, E. F. (2002). The Development, Change, and Transformation of Rhetorical Style in Magazine Advertisements 1954-1999. In: *Journal of advertising : official publication*, 31, 1-14.
- Pinker, S. (1990). A theory of graph comprehension. In: R. Freedle (Ed.), *Artificial Intelligence and the future of testing*. Hillsdale, N.J.: Lawrence Erlbaum.
- Potelle, H., & Rouet, J.-F. (2003). Effects of content representation and readers' prior knowledge on the comprehension of hypertext. In: *Int. J. Human-computer studies*, 58(3), 327-345.
- Pylyshyn, Z. W. (1973). What the mind's eye tells the mind's brain: a critique of mental imagery. In: *Psychological Bulletin*, 80(1-24).
- Pylyshyn, Z. W. (1981). The imagery debate: analogue media versus tacit knowledge. In: *Psychological Review*, 87, 16-45.
- Pylyshyn, Z. W. (2002a). Mental imagery: In search of a theory. In: *The behavioral and brain sciences : an international journal of current research and theory with open peer commentary*, 25(2), 157-181.
- Pylyshyn, Z. W. (2002b). Stalking the elusive mental image screen. In: *The behavioral and brain sciences : an international journal of current research and theory with open peer commentary*, 25(2), 216-238.
- Rieber, L. P. (1991). Animation, Incidental Learning, and Continuing Motivation. In: *Journal of educational psychology*, 83(3), 318-.
- Scaife, M., & Rogers, Y. (1996). External cognition: how do graphical representations work? In: *International journal of human-computer studies*, 45, 185-213.
- Schaik, P. v., & Ling, J. (2001). The effects of frame layout and differential background contrast on visual search performance in Web pages. In: *Interacting with computers*, 13(5), 513-525.
- Schilperoord, J., & Maes, A. (2003). Overtuigen met visuele en verbale retoriek. In: *Tijdschrift voor Taalbeheersing*, 25, 119-141.
- Schnotz, W. (2001). Sign systems, technologies, and the acquisition of knowledge. In: J. F. Rouet & J. Levonen & A. Biardeau (Eds.), *Multimedia learning: Cognitive and instructional issues* (pp. 9-29). Amsterdam: Elsevier.
- Schwan, S., & Riempp, R. (2004). The cognitive benefits of interactive videos: learning to tie nautical knots. In: *Learning and Instruction*, 14(3), 293-305.
- Scott, L. M. (1994a). The Bridge from Text to Mind: Adapting Reader-Response Theory to Consumer Research. In: *Journal of Consumer Research*, 21(3), 461-480.
- Scott, L. M. (1994b). Images in Advertising: The Need for a Theory of Visual Rhetoric. In: *Journal of Consumer Research*, 21, 252-273.
- Sears, A., Jacko, J. A., & Dubach, E. M. (2000). International aspects of world wide web usability and the role of high-end graphical enhancements. In: *International Journal of Human-Computer Interaction*, 12(2), 241-261.

- Smith, L. D., Best, L. A., Stubbs, D. A., Bastiani Archibald, A., & Roberson-Nay, R. (2002). Constructing Knowledge: The Role of Graphs and Tables in Hard and Soft Psychology. In: *The American Psychologist*, 57(10), 749-761.
- Sopory, P., & Dillard, J. P. (2002). The Persuasive Effects of Metaphor: A Meta-Analysis. In: *Human communication research : official publication of the International Communication Association*, 28, 382-382-419.
- Stanton, N. A., & Baber, C. (1994). The myth of navigating in hypertext: how a "bandwagon" lost its course. In: *Journal of Educational Multimedia and Hypermedia*, 3, 235-249.
- Stanton, N. A., Taylor, R. G., & Tweedle, L. A. (1992). Maps as navigational aids in hypertext environments. In: *Journal of Educational Multimedia and Hypermedia*, 1(4), 431-444.
- Stenning, K., & Oberlander, J. (1995). A Cognitive Theory of Graphical and Linguistic Reasoning: Logic and Implementation. In: *Cognitive science : a multidisciplinary journal of artificial intelligence, psychology, and language*, 19, 97-140.
- Sweller, J. (1993). Some Cognitive Processes and Their Consequences for the Organisation and Presentation of Information. In: *Australian Journal of Psychology*, 45(1), 1-8.
- Sweller, J. (1994). Cognitive load theory, learning difficulty and instructional design. In: *Learning and Instruction*, 4, 295-312.
- Sweller, J., & Chandler, P. (1994). Why Some Material Is Difficult to Learn. In: *Cognition and Instruction*, 12(3), 185-234.
- Sweller, J., Van Merriënboer, J. J. G., & Paas, F. G. W. C. (1998). Cognitive Architecture and Instructional Design. In: *Educational Psychology Review*, 10(3), 251-296.
- Swerts, M., Krahmer, E., Barkhuijsen, P., & Van de Laar, L. (2003). *Audio-visual cues to uncertainty*. Paper presented at the ISCA Workshop on Error Handling in Spoken Dialogue Systems, Château-d'Oex, Switzerland.
- Swerts, M., & Krahmer, E. (2005). Audiovisual prosody and feeling of knowing. *Journal of Memory and Language*.
- Tardieu, H., & Gyselinck, V. (2003). Working memory constraints in the integration and comprehension of information in a multimedia context. In: H. Van Oostendorp (Ed.), *Cognition in a digital World* (pp. 3-24). Mahwah, NJ: Lawrence Erlbaum.
- Tindall-Ford, S., Chandler, P., & Sweller, J. (1997). When two sensory modes are better than one. In: *Journal of experimental psychology*, 3, 257-287.
- Tinker, M. A. (1963). *Legibility of print*. Ames: Iowa State University Press.
- Tomasello, M., & Rakoczy, H. (2003). What Makes Human Cognition Unique? From Individual to Shared to Collective Intentionality. *Mind & Language*, 18, 121-147.
- Toncar, M., & Munch, J. (2001). Consumer responses to tropes in print advertising. In: *Journal of Advertising*, 30(1), 55-65.
- Tufte, E. R. (1983). *The visual display of quantitative information*. Cheshire, Conn.: Graphics Press.
- Tufte, E. R. (1990). *Envisioning information*. Cheshire, Conn.: Graphics Press.
- Tufte, E. R. (1997). *Visual explanations : images and quantities, evidence and narrative*. Cheshire, Conn.: Graphics Press.

- Tversky, B. (1995). Cognitive origins of graphic productions. In: F. T. Marchese (Ed.), *Understanding images: Finding meaning in digital imagery* (pp. 29-53). New York: Springer Verlag.
- Tversky, B. (2000). Some ways that maps and diagrams communicate. In: C. Freksa & W. Brauer & C. Habel & K. F. Wender (Eds.), *Spatial cognition II: Integrating abstract theories, formal methods, and practical applications* (pp. 72-79). Berlin: Springer Verlag.
- Tversky, B. (2001). Spatial schemas in depictions. In: M. Gattis (Ed.), *Spatial schemas and abstract thought* (pp. 79-112). Cambridge, MA: The MIT Press.
- Tversky, B. (2002). Some ways that graphics communicate. In N. Allen (Ed.), *Working with words and images* (pp. 57-74). Westport, Connecticut, London.
- Tversky, B. (2003). Structures of mental spaces: how people think about space. In: *Environment and Behavior*, 35(1), 66-80.
- Tversky, B., Kügelmass, S., & Winter, A. (1991). Cross-Cultural and Developmental Trends in Graphic Productions. In: *Cognitive psychology*, 23, 515-557.
- Tversky, B., & Lee, P. U. (1999). Pictorial and verbal tools for conveying routes. In: C. Freksa & W. Mark (Eds.), *Spatial Information Theory: Cognitive and Computational Foundations of Geographic Information Science* (pp. 51-64). Berlin: Springer Verlag.
- Tversky, B., Morrison, J. B., & Betrancourt, M. (2002). Animation: can it facilitate. In: *Int. J. Human-computer studies*, 57, pp. 247-262.
- Tversky, B., Zacks, J., Lee, P. U., & Heiser, J. (2000). Lines, blobs, crosses and arrows: diagrammatic communication with schematic figures. In: M. Anderson & P. Cheng & V. Haarslev (Eds.), *Theorie and application of diagrams. First international conference , Diagrams 2000* (pp. 221-230). Berlin etc.: Springer Verlag.
- Vessey, I. (1991). Cognitive Fit: A Theory-based Analysis of the Graphs versus Tables Literature. In: *Decision Sciences*, 22, 219-240.
- Vessey, I. (1994). The effect of information presentation on decision making: A cost-benefit analysis. In: *Information & Management*, 27, 103-119.
- Webb, J. M., & Kramer, A. F. (1990). Maps or analogies? A comparison of instructional aids for menu navigation. In: *Human Factors*, 32(2), 251-266.
- Williams, T. R., & Harkus, D. A. (1998). Editing visual media. In: *IEEE Transactions on Professional Communication*, 40(1), 33-45.
- Willis, D. (1999). Effects of Using Enhancing Visual Elements in Web Site Design. In: *American communication journal*, 3.
- Wright, P. (1977). Decision Making as a Factor in the Ease of Using Numerical Tables. In: *Ergonomics*, 20(1), 91-96.
- Wright, P. (1981). Five Skills Technical Writers Need. In: *IEEE Transactions on Professional Communication*, PC-24(1), 10-16.
- Wright, P., & Fox, K. (1970). Presenting information in tables. In: *Applied Ergonomics*, 2, 234-242.
- Wright, P., & Fox, K. (1972). Explicit and Implicit Tabulation Formats. In: *Ergonomics*, 15(2), 175-187.

Zacks, J., Levy, E., Tversky, B., & Schiano, D. (1998). Reading bar graphs : effects of extraneous depth cues and graphical context. In: *Journal of experimental psychology*, 4, 119-138.

Zacks, J., Levy, E., Tversky, B., & Schiano, D. (2002). Graphs in print. In: M. Anderson & B. Meyer & P. Olivier (Eds.), *Diagrammatic representation and reasoning* (pp. 187-206). Berlin etc.: Springer Verlag.

Zacks, J., & Tversky, B. (1999). Bars and Lines: A Study of Graphic Communication. In: *Memory & Cognition*, 27(6), 1073-1079.
