

Company, Services, & Case Studies
Prepared by: Andy King, President

Web Site Optimization, LLC.
www.WebSiteOptimization.com



About Web Site Optimization, LLC



Founded in 2002 by Andrew King, WSO employs 19 experts in most aspects of web optimization including web design, web performance, and Internet marketing. Web Site Optimization, LLC is a privately held web performance and Internet marketing firm based in Ann Arbor, Michigan. WSO specializes in **boosting the ROI** of existing websites through:

Website Performance

- Analysis (front-end and back-end)
- Optimization (above + graphics and multimedia)

Search Engine Marketing

- Natural SEO
- PPC Advertising
- Conversion rate optimization & A/B Split Testing
- Analytics

Website Development

- Website redesigns
- Usability and Accessibility Evaluations
- Multichannel Blogsites



Select Clients





























Website Performance Services

Web browsing is the **most frustrating experience** people have with computers (Ceaparu et al. 2004) with dropped connections & slow downloads topping the list. WSO specializes in analyzing and **optimizing slow-loading websites**. We offer:

- Website speed analysis locate performance bottlenecks / recommendations
 - Front-end (content analysis, before/after code, baseline)
 - Back-end (server, database, performance metrics)

Website speed optimization

- Graphics optimization
- Multimedia optimization (Flash, Video, Audio)
- Front-end (content) standards-based recode
- Back-end (server, database, middleware, SQL queries, CMS, platforms)

Typical speedups range from 30% to 60%, with backend optimization boosting speed by an order of magnitude.



Website Performance - Frontend Analysis

Our front-end website performance analysis service is designed to locate performance bottlenecks in the content you deliver and recommend solutions to streamline your content and **maximize website speed**.

Front-end performance analysis

- Baseline size, speed, composition compare with norms
- Performance bottlenecks and recommendations
- Before/after code examples of (X)HTML and CSS
- Graphic/JavaScript menus to CSS menus
- Graphic optimization/conversion tips
- Review (X)HTML, CSS, and JavaScript
- Flash / multimedia analysis available



Website Performance - Backend Analysis

Our backend website performance analysis service is designed to pinpoint performance bottlenecks in your delivery platform (server, database, network) and recommend solutions to **optimize server response time**.

Back-end performance analysis (custom)

- Monitor web logs (add "byte size" & "time taken")
- Collect configuration info (web server, database server, & network)
- Baseline site
- Perform Time of Day, Page size, and Top User Paths analysis on web logs
- Identify target pages
- Profile each target page to identify problem areas in XSLT etc.
- Locate problem areas to rewrite for optimal performance
- Identify slow database queries using SQL profiler if applicable
- Show which SQL queries to optimize



Search Engine Marketing (SEM) Services

Most people click on natural search results (72% on Google), yet search marketers spend over 93% of their SEM budget on PPC marketing (Marketing Sherpa 2004 & 2007). Clearly our marketing budgets are **out of whack**.

Natural Search Engine Optimization (SEO)

- Search Engine Analysis
- Search Engine Optimization

PPC Optimization & Analysis

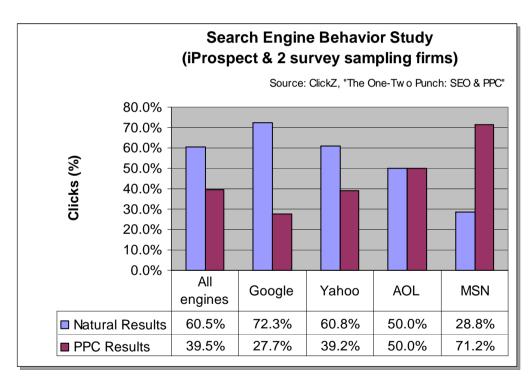
- PPC Analysis
- PPC Optimization & Setup

Conversion Rate Optimization

- Persuasive Copywriting
- A/B Split Testing

Analytics

Close the loop



In a May 2006 survey, for B-to-B companies only 5% of their online budget was devoted for SEO while over 5 times that was devoted to PPC. Marketing Sherpa 2007, "Buyers Guide Search Engine Optimization (SEO) Firms 2007"



Natural Search Engine Optimization - Phase I

Our natural SEO services are designed to boost your search engine rankings with on-site keyphrase optimization, targeted content, and off-site PR to generate backlinks.

PHASE I

- Search Engine Optimization Analysis (SEOA)
 - Best practice SEO marketing plan
 - Keyword frequency analysis and recommendations (titles/metas/hx/urls)
 - Site analysis (gaps in content coverage?)
 - Baseline positioning
 - Competitive analysis / Google gap analysis
 - Linking plan for specific high-return keyphrases



Natural Search Engine Optimization - Phase II

Phase II and III of our natural SEO services execute the SEOA. First we optimize the website with the meta information from the SEOA and flesh out any missing content. Then we generate backlinks and boost your search engine visibility with monthly online PR.

PHASE II

- Site Update
 - Implement the SEOA "Bake in" the SEO
 - Update meta info > Add pages (persuasive copywriting) > Redesign

PHASE III

- Monthly PR campaigns: pick your level of service
 - Silver
 - Gold
 - Platinum
 - Rhodium

Natural SEO Continued - Phase III Monthly PR

- **Silver** SEO Linking Campaign: (6/12 months)
 - SEO Linking 10 hours
 - Monthly Report
- **Gold** (6/12 months)
 - SEO Linking 12 hours
 - 1 Press Release / Month
 - On the Page SEO Consulting 1 hour
 - Monthly Submission and Backlink Report
- **→ Platinum** (6/12 months)
 - SEO Linking 15 hours
 - Media List and PR to Media Professionals
 - 2 Press Releases / Month
 - On the Page SEO Consulting 2 hours
 - Monthly Submission and Backlink Report



- **⇒ Rhodium** (6/12 months)
 - SEO Linking 25 hours
 - Media List and PR to Media Pros
 - 3 Press Releases / Month
 - On the Page SEO Consulting 4 hrs
 - Monthly Submission & Backlink Report



PPC Analysis Service

Our PPC experts will evaluate your pay-per-click advertising for best practices and maximum CTR.

PPC Analysis (PPCA)

- Expert independent third-party review of your PPC campaigns
- Specific recommendations to increase your click through rates
- Ad group analysis
- Keyword analysis / variants covered?
- Recommend tracking (Clicktracks, Google, etc.)
- Estimates on monthly budget / CPC / ROI
- Quote on PPC optimization service





PPC Optimization Service

Our **Google-certified** PPC experts set up your campaigns right the first time for maximum CTR and targeted leads ready to buy. You'll get fast results while your SEO rankings gradually improve.

PPC Setup & Optimization

- Research, choose, and bid on **keyword phrases** relevant to your services
- Create ads with captivating titles and descriptions for maximum CTR
- Optimize and maintain your Google AdWords and Yahoo! programs
- Maintain and continuously improve your campaigns for excellent ROI
- Obsessively track your conversion and ROI metrics.



Conversion Rate Optimization

Conversion rate optimization is the process of optimizing your web pages to minimize your bailout rates and maximize your conversion rates through **persuasive copywriting and layout** to convert more visitors into buyers.

Conversion Rate Optimization

- ⇒ Fastest & easiest way to increase sales without spending \$ on traffic
- Persuasive Copywriting convert leads into customers
 - Benefit-oriented copy to compel visitors to ACT
 - Benefits not features
- Proven layout recommendations
- Primary and secondary calls to action
- Landing page copywriting

A/B Split Testing

- Most successful companies test everything
- GoToMyPC increased conversion rate by 400% by testing
 - Headlines
 - Calls to action / Copy
 - Images / Layout / Buttons...







METRICS: A/B/C Split Testing

- Taguchi-like multi-variable split testing compares different variables
- Tracks conversion rates for different headlines, layout, copy, etc.
- Takes guesswork out of conversion rate optimization

Original Headline

Free SEO Report Shows the Top 10 Sites at Google For Your Keywords, the Links That Got Them There, And How You Can Get There Too.

Sign Up Headline

Sign Up for Your Free SEO Report and Start Increasing Your Traffic and Search Engine Rankings Today!

Discover Headline

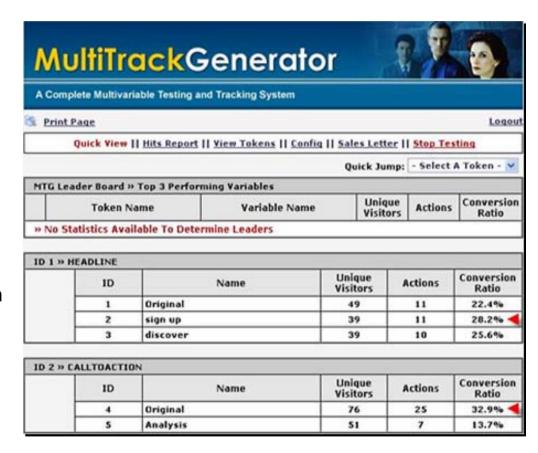
Discover How You Can Start Increasing Your Search Engine Rankings, Traffic and Sales With Your Free SEO Report!

Original Call to Action

Reserve Your Free SEO Report Now...

Analysis Call to Action

Reserve Your Free Web Site Evaluation and Competitive Link Analysis Now...



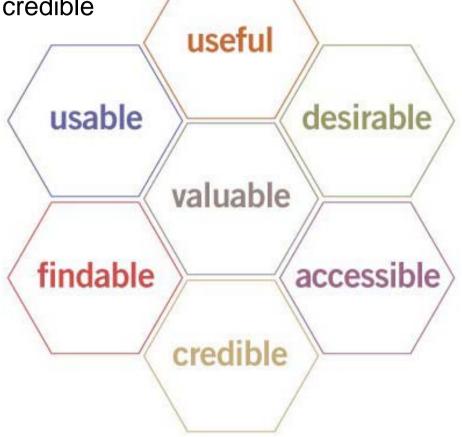


Website Development Services

Credibility is all important for successful websites. Over 46% of users cite a "clean professional design" as the reason for perceiving a website to be credible enough to buy from (Fogg et al. 2003).

WSO provides

- Web design
- Usability and accessibility
- CMS
- Blogsites
- Persuasive Copywriting



The User Experience Honeycomb

Reproduced with permission (Morville 2004)



Website Design Services

Maximize your conversion rates by combining compelling benefit-oriented copy with a clean, professional look. WSO delivers your brand with impact.

- Professional Design target audience with right look and feel
- Intuitive Web Site Architecture SEO friendly, high "information scent"
- Standards-based web design CSS menus, CSS layout and style

THE PROCESS

- Web Site Mock-Ups & Templates
 - Graphic comps for your approval
 - HTML templates/pages
 - Templates for CMS
- Web Site Construction
 - SEO best practices
 - Fast and accessible





Website Accessibility Evaluation

Evaluate major paths in your web site for **actionable recommendations** to comply with Section 508 Federal law and WCAG 1.0 guidelines. Accessibility lab led by PhD with years of experience evaluating complex websites.

We evaluate:

- Users who are Blind works with screen reader, keyboard?
- CSS content separated from presentation?
- Reading order page render correctly when linearized?
- Low vision Color combinations and sufficient contrast?
- PDFs Created using Acrobat 6.0 or higher for accessibility?
- Multimedia accessible? Captions synchronized with audio, keyboard access?
- Section 508 evaluation summary
- WCAG1.0-Priority 1 evaluation summary
- Detailed code examples and recommendations for significant problems
- Summary of overall findings and recommendations for compliance





Website Usability Review

User interface review identifies & recommends solutions to usability problems with your website flow. Our usability experts perform a "heuristic evaluation" using a structured walkthrough process, where major usability issues are caught before development. We evaluate:

- Visibility of system status keep users informed
- Match system and the real world speak users' language
- User control and freedom clear Exit? Undo? Back buttons?
- Consistency and standards best design practices
- Error prevention
- Recognition rather than recall minimize cognitive overhead
- ➡ Flexibility and efficiency of use accelerators for experts, tailored
- Aesthetic and minimalist design avoid irrelevant information
- Help users recognize, diagnose, and recover from errors plain language
- Help and documentation
- Severity Ratings: low, moderate, high





Designing Web Usability



Blogsite Service

Blogsites are a easy way to add a powerful, **turnkey multichannel blog** to your site complete with RSS feeds, topic clouds, and a searchable interface.

- Multiple weblogs
- Briefing Channels (customized clipping service)
- Syndicated guest weblogs
- Intelligence channels (private clipping service for story ideas/intelligence)
- RSS (Atom, OPML, etc.) Support
- Auto-ping news aggregation sites (Syndic8, Feedster, RSSFeeds.com...)
- Search Engine Ranking Reports
- Optional TopicCloud of keyphrases sized by popularity
- Skinned to match your design



Blog





The Optimization Process

- · Search Engine Opt. Analysis
- Pay Per Click Analysis
- USAB (Heuristic Usability Eval.)
- Accessibility Review
- Speed Analysis

Best practices plan of attack.

- Search Engine Optimization
- Design
- · Blog Site
- Conversion Rate Optimization
- Speed Optimization
- · Content Management System
- . Usability and Access Lab

Implement analysis and optimize site.

- Search Engine Opt. Linking
- · Pay Per Click
- Press Releases

- High Rankings
- · High Sales
- · High Visibility
- More Credibility

: Pro

Promote optimized site.

Reap your rewards.

0

Evaluation / Analysis



Analytics / Execution



Promotion



End Result Benefit

Case Study: PhillyDentistry.com

What are the results you can expect from a coordinated strategy? Dr. Ken Cirka of PhillyDentistry.com experienced a 10-fold increase in referrals.

#1 in PPC

Results 1 - 10 of about 1,100,000 for philadelphia dentist

Sponsored Links

Need a Philly Dentist? www.PhillyDentistry.com/Philly

For Healthy Teeth & Gums, Cosmetics & Natural Veneers &

Dr Eidelson Cosmetics

Sat & Evening Free Meet parking Phila, Implant PPO Ins Pay Plans bellavistadental.com

Dentist Philadelphia

www.dentalcomfortzone.com The Dental Comfort Zone: Comfort is our middle name.

Local results for dentist near Philadelphia, PA

Web

Free 1st Exam

Penn Dental-Robert Schattner - 2.1 miles W - 240 S 40th St # 3, Philadelphia, 19104 - (215) 898-4615

Cirka Ken DDS - 0.3 miles SW - 1601 Walnut St, Philadelphia, 19102 - (215) 568-6222 Graduate Hospital - 0.6 miles SW - 1800 Lombard St, Philadelphia, 19146 - (215) 893-2000 #1 in natural SEO

Cosmetic Dentist & Tooth Whitening in Philadelphia Pennsylvania PA

Specializes in cosmetic and restorative dentistry. Includes credentials, details of services, an appointment request form and location

www.phillydentistry.com/ - 10k - Cached - Similar pages

Sponsored

Philadelphia Der Read Local review on

on Citysearch. Try it n philadelphia Citysea

Painless Dental C

Call Our Dentists Tod Experienced Gentle D www.SpilkiaDentistry

Awesome Smile N

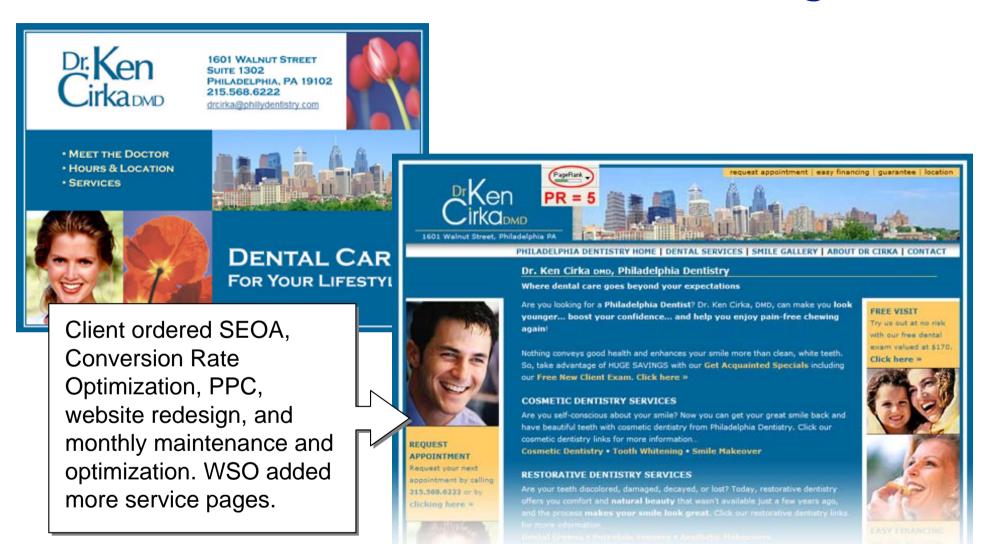
Satisfying our patients Passion to create Bea www.buckscountysmil Pennsylvania

Philadelphia Der

There are professiona dentists near you. Dor



How Did We Do It? - Before/After Designs

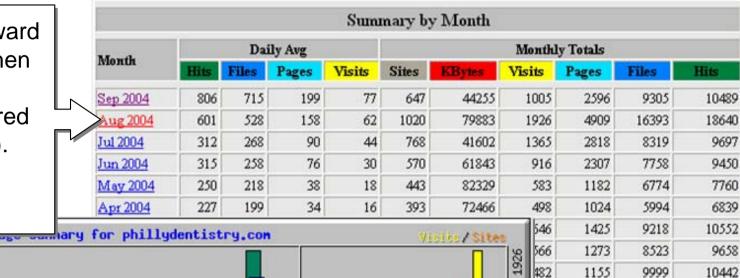


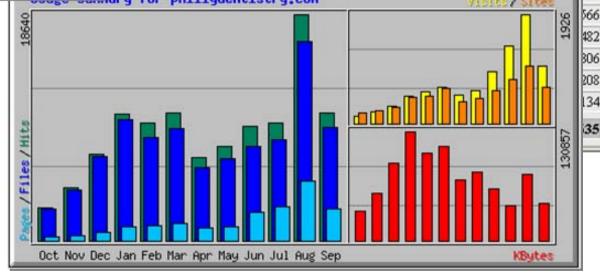


Traffic: Search Engine Marketing Campaign

We started generating targeted local traffic to the web site in August 2004...

Note the large upward spike in August when we started the campaign (measured in mid-September). Daily and monthly visits go way up.





Traffic: Stats (as of December 2005)

Here are their statistics in December of 2005...

Steady traffic increase from PR/linking, PPC, and additional page traffic. We took them from about 20-40 visitors per day to 150-175 per day. All traffic is targeted local traffic – people looking for dental services.



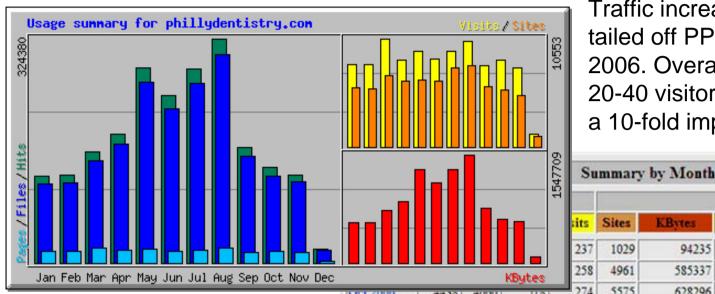
Summary by Month										
Month	Daily Avg						100			
	Hits	Files	Pages	Visits	Sites	EBytes	Visits	Pages	Jan	Feb Mar Ap
Dec 2005	1284	1107	315	148	576	26113	741	1576	5538	6423
Nov 2005	1064	936	294	155	2566	136858	4655	8846	28083	31937
Oct 2005	1490	1320	354	184	3652	194221	5728	10999	40920	46196
Sep 2005	1321	1174	352	174	3186	169980	5229	10579	35221	39633
Aug 2005	1297	1169	322	164	3233	173222	5114	10003	36264	40227
Jul 2005	1221	1076	301	158	2937	159193	4899	9347	33378	37880
Jun 2005	1148	1009	272	141	2572	144613	4247	8179	30286	34450
May 2005	1111	979	261	130	2307	143436	4059	8117	30370	34458
Apr 2005	969	834	237	113	1889	119345	3413	7131	25046	29099
Mar 2005	912	807	232	112	1978	119658	3488	7218	25044	28293
Feb 2005	855	759	211	101	1687	101382	2832	5934	21252	23964
Jan 2005	762	671	198	90	1558	100811	2803	6158	20805	23643
Totals					1588832	47208	94087	332207	376203	

Monthly visits continue their upward climb. From 7/04 to 7/05 monthly visits 3.6 times higher.



Traffic Stats (as of December 2006)

Here are their statistics in early December 2006...



Traffic increase continues. Client. tailed off PPC etc. around August 2006. Overall we grew them from 20-40 visitors a day to 330/day over a 10-fold improvement in visitors.

Monthly Totals

2202

1189

Files

18782

20096

Monthly visits climb. From July 04 to July 06 monthly visits over 7 times higher.

	Bytes	258	4961	585337	7742	14416	117101	126885		
OCT 2000	++30	+000	210	274	5575	628296	8506	16087	125887	137594
Sep 2006	5588	5116	517	264	5920	776484	7940	15538	153485	167644
Aug 2006	10463	9720	680	331	7959	1547709	10275	21099	301347	324380
Jul 2006	9055	8369	608	300	7707	1340626	9329	18874	259453	280705
Jun 2006	8081	7447	582	285	6357	1141870	8575	17463	223439	242437
May 2006	9083	8411	654	301	6567	1335299	9336	20286	260757	281574
Apr 2006	6224	5715	611	281	6460	878674	8443	18333	171464	186728
Mar 2006	5193	4783	682	340	6994	746685	10553	21165	148279	161009
Feb 2006	4546	4151	614	286	5661	583554	8018	17195	116253	127308
Jan 2006	4053	3703	531	259	5813	576985	8044	16488	114813	125664
Totals						10235754	97950	199146	2011060	2182024

Sites

1029

94235

Glowing Testimonials

Testimonial #1

"The patient response from the website has been absolutely incredible!!!
We are looking to expand our practice in the next couple months including hiring more staff. Much gratitude and appreciation go to you and everyone from WSO that has helped us."

Dr. Ken CirkaPhiladelphia Cosmetic Dentistry www.PhillyDentistry.com

Testimonial #2

"We have been doing much better on people coming in. Last month we had our biggest number of new patients up to 57! Our goal is to double our practice by the end of the year!"

Dr. Ken Cirka
Philadelphia Cosmetic Dentistry
www.PhillyDentistry.com



Other Clients: PhiladelphiaOrthodontists.com



Old site versus new site. WSO created new brand including print advertising. Took client from PR-0 to PR-6.

Home

Beautiful Smiles

Orthodontic Services

New Patient Offer

Refer a Friend

Financing & Insurance

About Us

ROBERTS &
de MARSCHE
PhiladelphiaOrthodontists.com
LawrencevilleOrthodontists.com



CENTER CITY OFFICE

1601 Walnut Street Suite 1513 Philadelphia, PA 19102 Office Hours Mon-Fri: 9am-5pm Sat. (limited): 9am-2pm Phone: (215) 605-1845 Fax: (215) 665-9969

LAWRENCEVILLE OFFICE

39 Franklin Corner Road Lawrenoeville, NJ 08048 Office Hours Mon-Fri: 9am-5pm Sat. (limited): 9 am-2pm

Beautiful Smiles Photo Gallery



Nothing enhances your smile and boosts your self-esteem like orthodontic treatment.

Improve your appearance and dental health with a smile makeover! See our transformational cosmetic dentistry and orthodontic before and after pictures: Philadelphia Orthodontist Patients >>

Free New Patient Special

Schedule your free new patient consultation.



Philadelphia and Lawrenceville Orthodontists: Roberts & de Marsche Orthodontics

The best (and most conservative!) way to improve your smile and the health of your teeth is through orthodontic treatment. With either conventional orthodontics (clear or metal braces) or Invisalign treatment (clear removable trays), Drs. Roberts and de Marsche will create for you a beautiful and natural smile. We specialize in orthodontics for patients of all ages.

- Dental Smile Makeovers
- Clear and Metal Braces
- 3. Invisible Braces and Invisalign

For an orthodontist in Philadelphia or Lawrenceville, NJ that provides metal braces, clear braces, invisalign, or more involved cosmetic dentistry services, contact Roberts and de Marsche Orthodontics.

Creating a Resultiful Smile



Other Clients: PhiladelphiaOrthodontists.com

Web

Results 1 - 10 of about 159,000 for philadelphia orthodontist

Sponsored Links

Philadelphia Dentist

www.PhillyDentistry.com/Philly Healthy Teeth and Gums, See Before and After Photos & Free 1st Exam

Dentist Philadelphia

www.dentalcomfortzone.com The Dental Comfort Zone: Comfort is our middle name.

#3 in PPC

Want Braces / Invisalign?

www.PhiladelphiaOrthodontists.com Roberts & de Marsche Orthodontics Center City, Free Consultation

Local results for orthodontist near Philadelphia, PA



Roberts & De Marsche - 0.3 miles SW - 1601 Walnut St # 1513, Philadelphia, 19102 - (215) 665-1845

<u>Dr Kevin J Klatte</u> - 8.0 miles NE - 6814 Castor Ave, Philadelphia, 19149 - (215) 745-9443 <u>Tuncay Orhan C Dr DMD</u> - 0.2 miles SW - 1518 Walnut St # 500, Philadelphia, 19102 - (215) 772-0775 #1/2 in natural SEO

Philadelphia Orthodontists - Clear Braces, Metal Braces ...

Philadelphia Orthodontists - Drs. Roberts and deMarsche - Experienced and board certified, located in Philadelphia, Pennsylvania PA and Lawrenceville, ... www.philadelphiaorthodontists.com/ 11k - Cached - Similar pages

Invisalign & Invisible Braces From an Orthodontist in Philadelphia

Orthodontists in **Philadelphia** providing invisalign and invisible braces. Drs. Roberts and de Marsche, both experienced and board certified, are located in ... www.philadelphiaorthodontists.com/dental-braces-invisalign.html - 11k -

Sponsored

Philadelphia Der

Look for Top-rated De you with our Ratings! philadelphia.Citysea

Rich Eidelson DD

Cosmetic & Implant F 1Hr Bleach Pay Plan openyourmouth.com Philadelphia, PA

Orthodontist (Bra

Orthodontist & Pedia Philadelphia & Wynn www.drsolow.com Philadelphia, PA

Dentist Philadelp

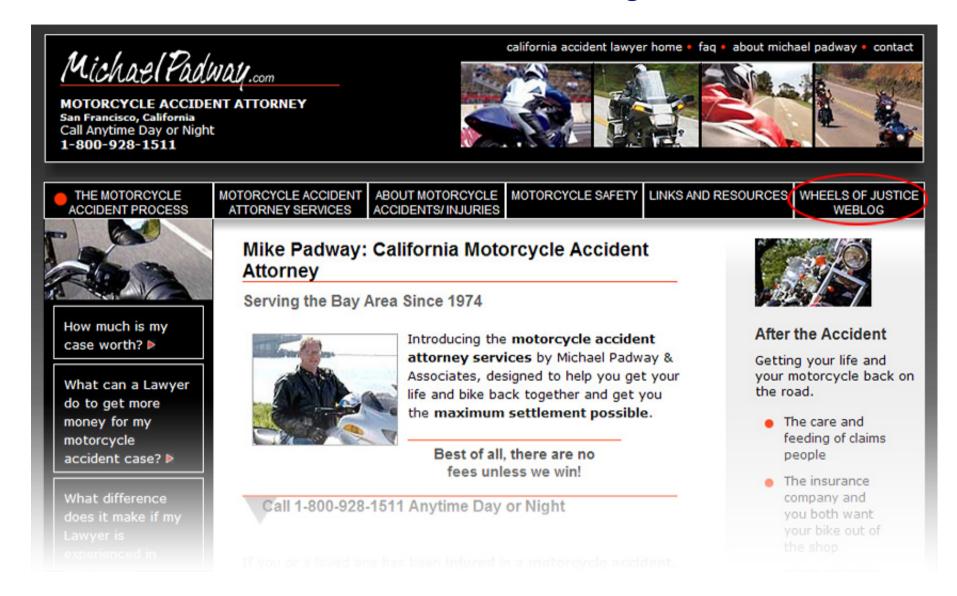
Get the quality dental of family deserves. www.familydentistphil

Dental Patient Fina

No Fees. Low, fixed in to patients. Interest-fre www.capitalonehealth



Other Clients: MichaelPadway.com





Other Clients: MichaelPadway.com

California motorcycle injury lawyer Mike Padway wanted long-term plan to boost search engine visibility. Ordered same services plus multichannel blogsite.

Web

Results 1 - 10 of about 1,550,000 for california motorcycle lawyer. (0.38 seconds)

Sponsored Links

Calif. Motorcycle Lawyers

www.BestMotorcycleLawyer.com Aggressive, Experienced, Local Call Now-Free Advise (800) 275-8326

Do You Have A Case?

www.injury-attorneys.com Experienced, aggressive & dedicated A premier personal injury law firm

Motorcycle Injury Lawyer

www.MotorcycleInjuryLawFirms.com Nationwide directory of lawyers focusing in motorcycle injury cases

Metorcycle Accident Attorney Mike Padway serves the bay area as

an ...

California motorcycle injury lawyer - Why should I choose an attorney who has experience with serious motorcycle injury cases?

www.michaelpadway.com/ - 12k - Cached - Similar pages

Motorcycle Accident Attorneys California, Motorcycle Accident ...

The California motorcycle lawyer Tom Reinecke is always there ... fighting ... Thomas G. Reinecke is the California motorcycle accident lawyer who is the ... www.bestmotorcyclelawyer.com/ - 44k - Cached - Similar pages

Sponsored Links

California MC Accident

Find out what your case is worth Free Motorcycle Accident Info

Kirby Kirby and Kirby

Motorcycle Lawyers USMC Vet Fees start at 19.99% CA/AZ/NV www.injurydollars.com California

Motorcycle Accident?

Free consultation with an attorney call 24/7 1-800-509-2703 www.californiabikelawyer.com California

Motorcycle Lawyers

Injured in a motorcycle accident? Call toll free for advice right now www.motorcycleattorneys.com



Web Site Optimization Resources

- Call to Action: Secret Formulas to Improve Online Results
 - Bryan & Jeffrey Eisenberg, & Lisa Davis 2006, Conversion Rate Optimization (See also Waiting for Your Cat to Bark (2006))
- □ Information Foraging Theory: Adaptive Interaction with Information
 - Peter Pirolli, 2007 Oxford University Press, boost information scent
- Search Engine Optimization for Dummies, 2nd ed.
 - Peter Kent, 2006 Wiley
- Speed Up Your Site: Web Site Optimization,
 - Andrew King, 2003 New Riders, client-side tuning and SEO
- Search Engine Visibility
 - Shari Thurow, 2002 New Riders, good intro to SEO
- Search Engine Positioning
 - Fredrick Marckini, 2001 Wordware (out of print)
- ➡ Web Performance Tuning, 2nd ed.
 - Patrick Killelea 2002 O'Reilly, Server-side tuning

SearchEngineWatch.com – Danny Sullivan's definitive search engine site MarketingSherpa.com – Search Marketing Metrics Guide WebSiteOptimization.com – Andy King's site on website optimization Wordtracker.com – most popular keyword analysis service



References

Ceaparu, I., Lazar, J., Bessiere, K., Robinson, J., & Shneiderman, B. (2004) "Determining Causes and Severity of End-User Frustration," *International Journal of Human-Computer Interaction*, vol. 17(3): 333-356.

Fogg, B.J., Soohoo, C., Danielson, D.R., Marable, L., Stanford, J., and Tauber, E.R. (2003) "How do users evaluate the credibility of web sites? A study with over 2,500 participants.," in *Proceedings of DUX2003, Designing for User Experiences.* Found that a clean, professional design had the most effect on perceived web site credibility. Credibility is, in large part, how user evaluate which web sites to trust to buy from.

Marketing Sherpa (2007), "Buyer's Guide to Search Engine Optimization (SEO) Firms, 2007" Includes ROI statistics from in-house SEO compared to outsourcing. You can guess which wins.

Morville, P. (2004), "User Experience Design," Peter Morville first published this widely cited "user experience honeycomb" in this article describing the IA process and the multi-faceted experience users have with web sites. See also http://www.semanticstudios.com/publications/semantics/000029.php

Nah, F. H., K. Kim (2000), World wide wait. M. Khosrowpour, ed. *Managing Web-Enabled Technologies in Organizations: A Global Perspective*. Idea Publishing Group, Hershey, PA, 146–161.

Nielsen, J. (1994), Heuristic evaluation. In Nielsen, J. and Mack, R.L. (Eds.), *Usability Inspection Methods*, John Wiley & Sons, New York, NY.

See also http://www.useit.com/papers/heuristic/heuristic_list.html



About Andrew B. King



Andrew King is the President of Web Site Optimization, LLC, a web optimization firm specializing in raising the ROI of existing web sites through web performance optimization, search engine marketing, and web site redesign. Mr. King holds a BSME and MSME from the University of Michigan specializing in design optimization of structures. Recruited by NASA, he chose instead to join the fast-paced world of engineering consultant.

Since 1993, Mr. King has worked full time as a web professional applying and teaching web optimization and creation techniques. He is the founder and former Managing Editor of WebReference.com and JavaScript.com, two award-winning developer sites acquired by Mecklermedia (now Jupitermedia).

WebSiteOptimization.com provides news and information on the web optimization industry, consulting services, along with a companion site for his book, *Speed Up Your Site: Web Site Optimization*.

Contact info: 877.SITEOPT (877.748.3678), 734.476.6611 aking@WebSiteOptimization.com www.WebSiteOptimization.com

