

User-generated Icons for Better Video-mediated Communications on the Collaborative Design Process

Haena Cho, Hyeonjeong Im, Sunok Lee, Sangsu Lee Next Interface Lab. ID KAIST haena.cho | imhyeonjeong | sunoklee | sangsu.lee @ kaist.ac.kr

Due to the COVID-19, video-mediated communication has become a new mainstream. To support insufficient non-verbal expressions, many platforms provide sets of icons; however these icons do not adequately reflect the intentions of users. This study aims to explore the potentials and directions of icon design that reflect deeper user needs and enhance communication experience.

Reaction		Speaking order		Request		Status		Excuse		Indicate	
Mittel!	I dot tak So	NEXT	1	EPPER SOCIALE Peace share screen	3 544	Thatag	Listening	THE PARTY OF THE P	স্থান্ত Stepped out	Jac	HEY hogu sca
4000	Xolust No	After You D	登 サモルフI Acta opinion	CANCTHEN.	EAR NAT	Lamityping	Tam concentrating	TOILET	DOG	won young	(Indicate through so



01 A situation where 3 out of 4 participants created a queue through the Speaking order icons.



02 ZOOM screen examples of participants who are using various Reaction icons.



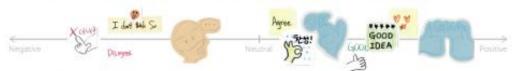
03 ZOOM screen examples of participants who are using various Status icons.

01 Better turn-taking through the combination of icons

Participants created a virtual queue that made them much more aware of the speaking order by combining Speaking order and Indicate icons. This reduced the time that was wasted in determing the speaking order, and made it less likely for participants to interrupt the current speaker.

02 Plentiful reactions through diversity in icon shape and size

Participants expressed a broader range of reaction by using different shapes and sizes of Reaction icons. This allowed participants to react and express their emotions dynamically and fully.



These are the diverse examples of user-designed icons that express a broader range of reactions.

03 Revealing users' subtle states through new types of icons

Non-speaking participants revealed their difficult-to-notice states and actions by using Status icons. This assured the speakers that they were paid enough attention and increased their satisfaction.