

# I want more than 👍

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

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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				
<div> I agree!</div> <div> GOOD</div>	<div> I don't think So</div> <div> No</div>	<div> NEXT</div> <div> After You</div>	<div> Please share screen!</div> <div> CAN'T HERE</div>	<div> Thinking...</div> <div> I am typing</div>	<div> Listening</div> <div> I am concentrating</div>	<div> TOILET TIME</div> <div> TOILET</div>	<div> Stepped out</div> <div> I NEED SUGAR</div>	<div> Jac</div> <div> Hey! won young</div>	<div> Hey! hogu 302</div> <div> Indicate through screen</div>



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 determining 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.