

# Impact of Zoom on Communication

A Study at Dyscover

## What we did

We wanted to understand the impact of **Zoom** on **communication** for people with **aphasia**.

We wanted to understand how this is **different** to communicating in the '**real world**' sessions at Dyscover.

Our overall aim is to make tools like Zoom **better** for people with **aphasia**.



We **observed** over 10 hours of sessions at Dyscover involving 46 people.



We also **interviewed** 13 members with aphasia and 14 dyscover staff and volunteers.

We **analysed** the data to understand how Zoom changed the Dyscover sessions.

We **wrote a paper** to present our findings to experts in human-computer interaction.



# What we found out

We found that communication was more **successful** than we **expected**:

- It makes it easy for people to use **personal objects** in their home to communicate
- People may have a **relative** on hand to help them with communication if needed
- People can join in **wherever** they live



We also found Zoom makes some things **harder**:

- Communicating with **gesture** and **props** was more challenging due to having to 'frame' them on camera
- **Personal and informal** chats are harder as there is more 'turn taking' – People really miss the **tea breaks**!
- People feel that there is added **time pressure** to talk



# About Us

This **research** was conducted by a **team** of researchers at King's College London and City, University of London.

We want to make **technology more usable** for people with **aphasia**.

The **team** included:

- Dr Timothy Neate (King's College London)
- Vasiliki Kladouchou (City, University of London)
- Shehzmani Shams (King's College London)
- Stephanie Wilson (City, University of London)



If you want to know more, or be involved in more research, let us know!

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