

Milestone 2

Digital and Interpersonal Communication

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Interpersonal Communication

Quick Facts

- Set mood for conversation and message
- Text effects for emphasizing meaning
- Themes based on certain relationships

Overview

Our first design is a textual communication application which employs additional features that provide greater depth and attempt to provide various facets of in-person communication. The application uses three distinct methods to provide these facets: an option to set the mood for a conversation or message, different textual effects for placing distinct meanings on messages such as sarcasm, and themes that are based on the relationship that a user has with the person whom they are communicating with.

Strengths

This particular design features multiple advantages over traditional textual communication. For instance, this design will allow textual communication to approach the depth of traditional, in-person communication by digitizing several aspects of emotional communication which are often left out of text-based communication. An additional strength would be the possibility of adding enhanced interest to a conversation. A conversation which would normally be mundane now has the possibility to become more lively through the additional options that the conversation now possesses. These advanced options could further cultivate communication where it would have previously diminished.

Weaknesses

Despite the numerous advantages of this design, it bears weaknesses which are worth noting. The same features which are so invaluable to the design also are responsible for a few of the fallbacks of the design. The additional conversational options which are now available have the ability to cause information overload on a user and render the improvements completely useless. Furthermore, some users may believe that the new features are completely ludicrous and only add amusement to the design instead of improvement. Users may also believe that these latest features diminish the efficiency of text-based communication. These views could greatly vary by user and preference on communication. The final weakness is the ability to completely convey emotions through a digital interface. It is possible to use pictures and color schemes to inform a user of what is being conveyed, but the actual delivery of human emotion is a herculean task to accomplish.

Justification

It may seem redundant to improve on the textual communication platform when a user could just place a phone call instead of using a text messaging application to communicate. A phone call has nearly the same depth and emotion of physical communication, especially if you're intimate with the person you're calling. Why try to improve a medium of communication

when there are multiple alternatives that already surpass the existing? Because textual communication has advantages over calling a person on the phone or even talking to them in person. A study by Donna J. Reid, M.Sc and Fraser J.M. Reid, Ph.D. at the University of Plymouth displays the fact “anxious participants preferred to text, and rated it a superior medium for expressive and intimate contact.” [5] With textual communication being the preferred method of communication for some individuals, it would be extremely advantageous to improve on the methods which already exist but also to preserve the aspects of text messaging which are favored. This design would simply add a few aspects to improve and promote intimate contact while refraining from infringing on the preferred features of textual communication.

After presenting this idea to the class, the feedback was very positive with one drawback; users would benefit from this design with the one caveat that it doesn't interfere with the efficiency of text messaging. To prevent this from happening, this design has two main goals: to make the new features completely optional and to integrate these features as seamlessly as possible. Due to the fact that a conversation greatly varies depending on who you're communicating with, a user may only want to utilize the enhanced features with their close friends or family, or others who they're intimate with. By default, these enhanced features will be disabled so that the design does not force itself on users and does not impede on the speed with which a user can communicate. An example would be a user employing normal text messaging when communicating with their boss from work but immediately switching over to a conversation with enhanced features to communicate with their significant other.

Design

Image 1.1 The main page for the interpersonal communication app.

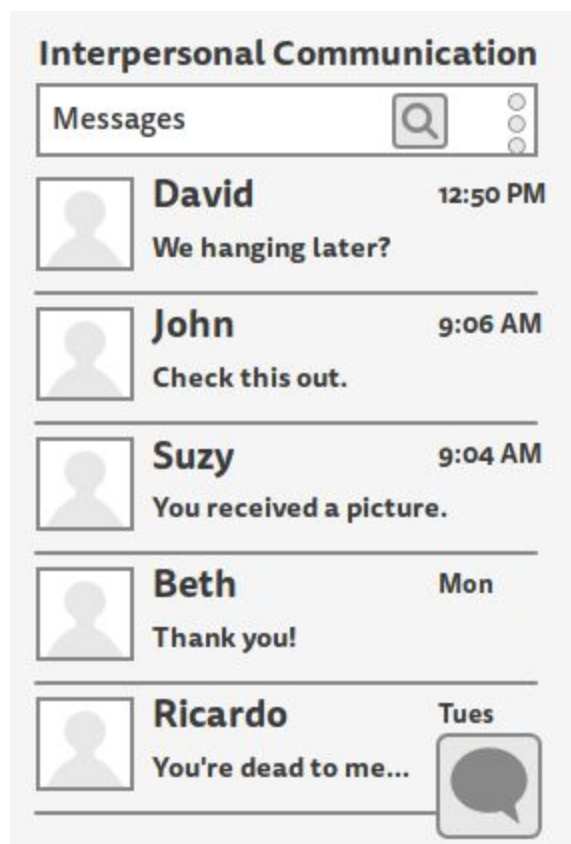


Image 1.1 shows the main screen of the interpersonal communication app. This is what a user would see after they opened the application. The main screen is similar to any other text messaging app because the improvements are based on the actual conversations themselves and not the main page. Walking through this design, we'll start at the top. The top box is home to the subject of the application, which is messages, a search icon, and a three-dot symbol which offers settings options. The search icon is used to identify past conversations with users by typing in part or their entire name. After clicking the name that was searched, the user would be displayed their current conversation with that user. The three-dot combo gives three options when selected: Settings, Mark All Messages as Read, and Share This App with Your Friends. Clicking the settings menu will display options such as See

Version, Support, Customize Overall Theme, Notifications, and SMS and MMS Settings. The See Version option will display the current version of the application, the Support option will navigate to an FAQ webpage on the application and also list a support email, the Customize Overall Theme option will present different available themes for the app, the Notifications options will allow all notifications options to be changed or disabled, and the SMS and MMS Settings will handle all technical settings related to sending and receiving text messages.

Moving down the page, we see different conversations with various users. Upon examining one conversation box, there is from left to right: a profile picture for a contact, the name of the contact, the last received message from that contact, and the time that the message was received. The profile picture will feature a silhouette if there is no contact picture already on the device, else it will provide the picture. The contact name will also be pulled from contacts or will display the phone number if the number is not found to be associated with any contacts. Each different conversation box follows these standards that were previously stated.

The final feature that is present on the main page of the application is the New Message button. This option will navigate a user to the New Message page, where they will be able to create a new message to a contact or number of their choice, set the mood for the conversation or message, utilize text effects to display emotion or sarcasm, and set a theme based on the relationship.

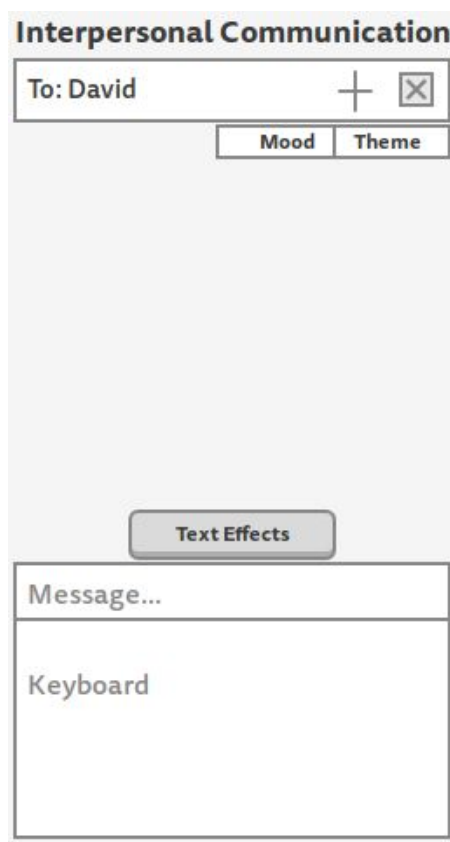


Image 1.2 The New Message page for the Interpersonal Communication app. This page is accessed by tapping on the New Message icon in the bottom-right corner of the main page and typing in a name or number.

Image 1.2 represents a wireframe mockup of the New Message page of the application. The top box possesses three, distinct features: a Send To section to specify the contact or phone number that the message will be sent to, a plus sign which can be used to add an additional contact or number to make a group message, and a Deselect option which removes the most recent contact that you have added to the Send To section. If the plus sign is selected then the same search bar that was used to select the first contact will be used to select any additional contacts.

Below the top box, we have the Mood and Theme options. The options are two of the most important options for the messaging application. If Mood is selected then a screen will appear with different emotional options such as Angry, Sad, In Love, or various other options. These selections will change the mood for the entire conversation for both users. If the theme option is selected then a similar screen will appear with various themes which can be changed for both users. Both of these options are meant only for the

entire conversation and not for any individual messages. There is a feature which allows the user

to change list a specific mood or text effect per message which will be mentioned later in the examination.

The Text Effects button, which is located above the message box and keyboard, is the final major improvement in this design. Upon selection, the Text Effects button will allow a user to set a specific mood or inflection as well as different visual effects. A small pop-up screen will be displayed with all options which can be quickly selected to see the changes to the message in real-time. This allows for various emotions to be displayed per message, the use of sarcasm or other inflections, and different textual effects such as italics or bold to give the user a greater control over their communication. As long as the intended user is also using the Interpersonal Communication app then they will see the message displayed on their screen the same way that it is displayed on the sender's screen. Below the Text Effects button is the message box which shows details and changes in real-time, and below that is the keyboard which is specific per mobile operating system.

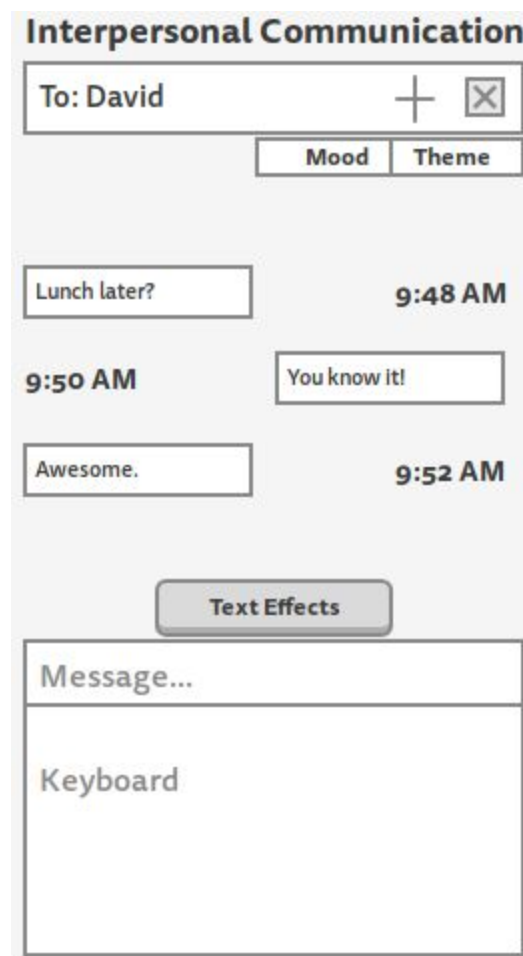


Image 1.3 The Existing Conversation page for the Interpersonal Communication app. This page is accessed by selecting any conversation on the main page.

Image 1.3 displays the Existing Conversation page. This page is extremely similar to the previous page but is for existing conversations. The main difference between the two pages is

that the user navigates to this page by selecting a conversation option instead of the New Message option. Additionally, any past conversations are displayed on this page.

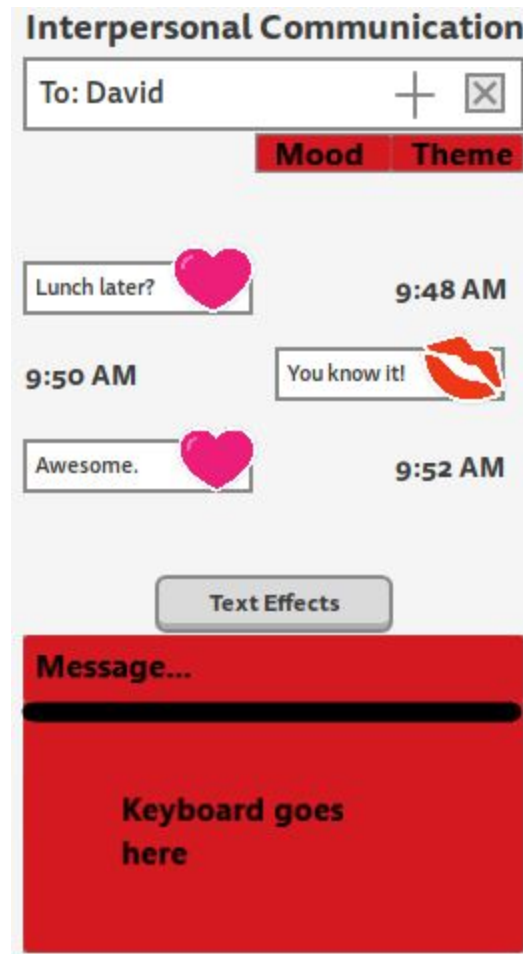


Image 1.4 The Existing Conversation page modified with a theme

This page is the same as the previous page but has a mockup theme applied to it to display what it could be like with a theme specifically for communicating with a significant other. Elements in this theme are set by default, but using the menu buttons, like the “Mood | Theme” tabs, gives the user control. With the Theme tab, a user can choose from preset themes or edit a preset theme that is on the menu presented. The moods are presented in the text as well showing the emotion that a user wants to convey. These are chosen within the mood section and can be sent for individual text messages or for an entire conversation session. If a recipient of a message from this application does not have this app, the sender will send the message with quotations similar to Apple’s iMessage client when messaging non-Apple mobile owners. All of this is combined to give the user a personalized area with pleasing visual aspects that can help convey intent and emotion while messaging.

Gamify Communication

Quick Facts

- Achievements and rewards based on texting habits
- Game progression through conversations
- Conversation is the game

Overview

Design 2 is a chat messenger designed in partnership with various turn-based multiplayer games. The games only progress when a player sends a message to the other player(s) through the app, this message includes an action decided by the player that acts as their turn for the game. This solution has all the standard features of an SMS client, being able to send and receive messages in conversation form with one or more people. Users can create new chat sessions with contacts or open existing chat sessions to pick up where the conversation was left. For this solution, we have devised two types of games the players can pick from, an RPG style action adventure, and a classic playing card game, Old Maid.

Strengths

Some strengths of this application would be the addiction to the game itself which will encourage users to keep coming back to the app. This will keep them texting using this and hopefully getting more enjoyment out of their communication with each other. This also adds a whole new dynamic to the texting experience while not dramatically changing the experience that everyone already has. By still having that familiarity, people will not be scared off by the application. The final application will have some sort of rewards or trophy system to incentivize players to keep returning to the app and playing different games. Having something to collect will just add to the experience and make something that is truly unique.

Weaknesses

Gamification needs to be carefully implemented, as it walks a fine line between adding extra steps to a repetitive or tedious task and giving a goal to strive for. It is possible that all the focus just switches to the game itself and ignores the conversation at hand. The possibility is also there for two users to also forget about playing the game and ignore the whole action section of the app. Some people also don't enjoy games or consider them a waste of time. Others can also find games to be too addictive and will not want to play it because they could possibly forget about other things going on in their life [3]. This can also get annoying over a long period of time if it is just constant playing of the game. One person can be really into it and the other not so much and that could cause some slow down in use of the app. There is also always the potential of this app using too much of a user's time. Which is the opposite of the end goal of this idea which is to add a little extra to the texting experience without adding to time spent on devices.

Justification

Gamification is the act of putting elements of games into a non-game related task or activity. Many forms of gamification are used to keep people interested in a product or service, with examples such as McDonalds Monopoly, or workout apps like Zombies Run game which

pushes players to run more by simulating a Zombie outbreak on your heels. Games give emotional connections through competition and goal setting. People play games not for the game, but for the experience, even if it is just an excuse to interact with the other person [3]. The study conducted by XEODesign explains that there are four keys to generating more emotion through gaming. Those keys are The Player, Hard Fun, Easy Fun, and Other Players. By carefully balancing these four keys, or by picking one or two to focus on, more emotion and connection will be generated. This will keep people engaged with the app because they are more connected to the app itself. This messaging platform would have an extreme focus on other players since you are playing the game through texting so the social aspect is exceedingly important. Then depending on the game, you want to play with the person you are messaging, you can bounce back and forth between the three other keys. Rivalries can easily develop between friends over the game which fosters a fun reason to keep playing the game. This also has a brilliant side effect of nurturing enjoyment outside of the game itself.

Design

Keeping a consistent design that users are familiar with helps towards user adoption of the service. Our design for this solution is familiar in the fact that it is based on an SMS client. The difference is that it takes a twist in the normal messaging apps and implements a game interface into the conversation. The games progress turn by turn when a player sends an SMS. Each message contains the text the user wanted to send, related to the game or not, and an ASCII header that is appended to the SMS sending the action a player took. If a player does not decide upon an action for the message they sent the default action for the game is automatically sent for them. For the case of a player needing to send multiple messages before the other player can respond, these extraneous messages are sent with a no-action header, and they do not influence the game progress. This can be useful for those fast typers to fix typos without impacting the game.

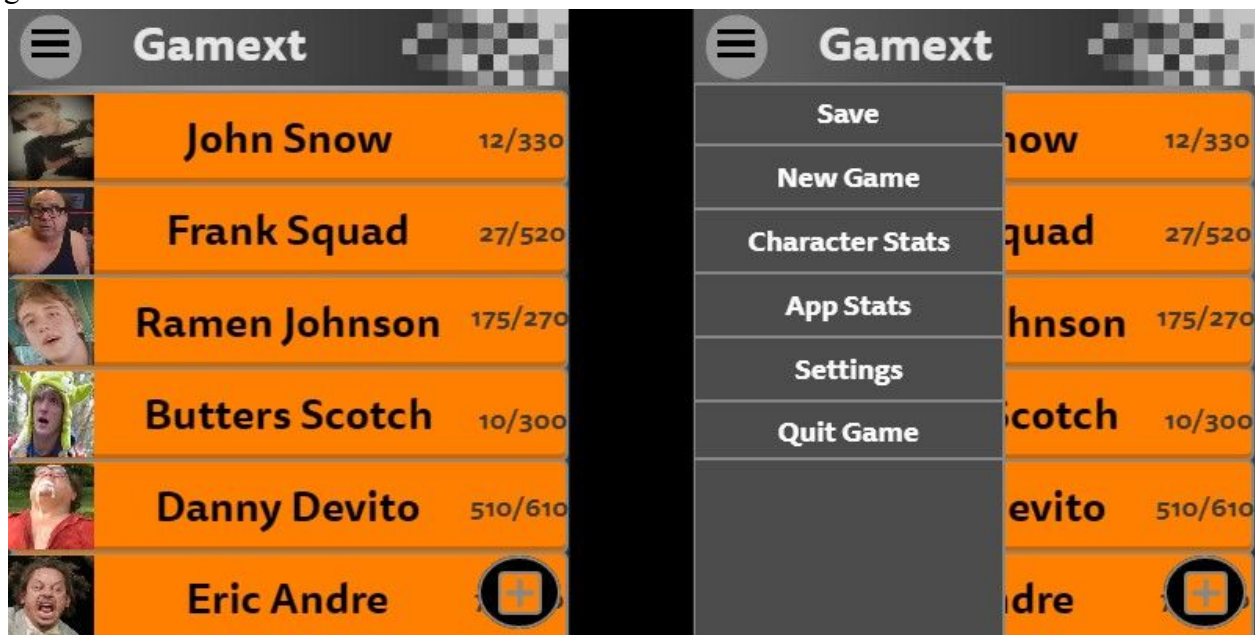


Figure 2.1a, Figure 2.1b: Gamext Initial screen (Left) and side navigation menu (Right)

On the initial screen when opening the software, Figure 2.1a, a list of your conversations are organized by contact. On the bottom right you see a floating “+” button that when pressed sends you into the creation of a new conversation session. On the top left you see a hamburger icon that flies out a navigation menu from the left. In the navigation menu you see Save, which will let you save a game profile for moving to a new chat session, and a New Game button that clones the functionality of the floating button on the initial screen(Figure 2.1a). Also in the navigation menu are Character Stats and App Stats, Character Stats shows a list of your in game Characters and accompanying details, App Stats shows your overall progression and use of the app, with metrics like how many games played, and overall highscores. Towards the bottom of the navigation menu you will find Settings, which has options for the games and general SMS options.

In the creation of a new session the app ask for a contact to start with. At the top of the interface is a text entry bar where the user can enter the name of an existing contact or the phone number they wish to start a conversation with. Once a contact is selected the app gives the user a selection of games they can choose from to play. The list of games changes depending on the number of participants in the conversation to match with the available number of players. On selection, an automated message is sent to the selected contacts. This message contains a small ASCII key heading the message that contains game and player information. If a person that received this SMS has the Gamext app, their app intercepts this message, parses the ASCII key for the game type and sets up the game. If a contact does not have the app, the original senders phone recognizes this and alerts the user that they should send the suggested invite link to the other player so they can install the app as well. If a user initiates a chat session with a person that does not use or have the Gamext app, the users client will stop appending headers to the SMS messages to allow normal messaging operations.



Figure 2.2 Group Card Game

This is the card game Old Maid in our solution's form. This is displaying what it would look like if there were three participants in this game and chat session. At the top of the screen, there is a progression bar showing the user how far into the current game they are. The +2 and +1 depicted above in Figure 2.2 floating outside of a participants message are the progression points that lead toward the completion of the game. The rules are exactly the same as the classic Old Maid game, a player is trying to make pairs with the cards in their hand, all while passing cards around the group. Upon taping "Action", a menu pops up that contains options for cards 1-5 in the other player's hand. If the user does not want to select an action for their turn, then a default action is played on their behalf. To end their turn, the user sends a message. The game continues until a player matches all the cards in their hand and runs out of cards. A loser is declared and the chat session initiator gets to pick a new game for the group.



Figure 2.3 RPG game

This is an example of a turn-based adventure RPG through our application. We have the two participants represented as character sprites going up against an enemy skeleton sprite. In the top left of the screen, you have each character's remaining health for the level. In the top right, we have a bar that represents your progression through the current world or level. Every time a player sends an action-message they gain points towards your progression bar. This game has the two players working together to complete levels and level up their characters by collecting loot along the way. As the players communicate they can choose an action to send with their message, attack with the equipped weapon, use an item, or change the equipped weapon. After each of the players has ended a turn the game plays a turn for the monster, where they have a chance of taking damage. After destroying a monster, the player can collect new weapons and items, these rewards are listed in the Character Stats screen in the application's main navigation drawer (Figure 2.1b).

Location Based Communication

Quick Facts

- Leaves a geocache message
- Informs user when a person has received the message
- Emulates a physical Post-it note

Overview

Our third design is a location-based messenger application. The app is designed to allow users to place location-sensitive messages on Google Maps. When the message's intended receiver is within a certain distance of the message's location, he or she can view the message. These location-sensitive messages can be targeted towards a specific friend, a group of specific friends, all friends, or all public users. The chosen target group of the user dictates who can view the messages that the user has placed.

Strengths

One of the major strengths of this design is the fact that it emulates a physical post-it note. The messenger can give a sense of community among users, as they are only communicating with people in their local area. This essentially creates a hybrid between digital and non-digital communication. We are hoping that this could potentially make steps towards bridging the "empathy gap" that Sherry Turkle mentioned in her book [7]. Though we do not believe that this solution would completely solve that issue, we do feel that the inclusion of physical locations into the conversations could help to give a more interpersonal feel to the communication. Physical location in relation to the person who you are communicating plays a major role in the differences between interpersonal and digital communication [6].

Weaknesses

One of the major weaknesses of this design is that a user's message might not be read for a long time depending on if the intended receiver ever visits the location where the message was placed. Just like a physical post-it note, there is also a chance that the message will never be read at all. An obvious weakness of the app is also its greatest draw. Because the app targets local use, you cannot send a message over a long distance. This problem could potentially be remedied by having an option to have a message to a friend be sent as a regular text message after a certain amount of time has passed.

Another problem with this design is privacy concerns. Among friends, having a time stamp on a message to see when it was placed could be valuable. However, this could be dangerous in terms of public messages. We do not want a malicious user to have the ability to track other users based on the messages they leave. To remedy this, we may want to limit time stamps to friends only within the app.

Justification of Design

In our Milestone 1 we looked at the subtleties of communication that may be missing in digital communication. In Nancy Baym's book entitled "Personal Connection in the Digital Age", Baym identifies two different reactions that people have to emerging communication technologies. The first reaction is one of optimism about the possibilities that are created by changing the way we communicate. The second reaction is one of fear that the new forms of communication are becoming increasingly shallow [6]. A potential strength of our location-based design is that it could help to quell the fears of those who are concerned about digital communication becoming more shallow. This is because it uses digital communication while bringing in aspects of non-digital communication. One of the major differences between digital and non-digital communication is the distance between you and the person who you are communicating with [7]. Similarly to a physical post-it note, our design requires a user to be at the location where the note was posted in order to read the message.

During our studio presentation, comparisons were drawn between our design and the mobile app Yik-Yak. Yik-Yak is a communication platform where users can post messages that only people in their area can see. One significant feature that sets our design apart from this existing platform is the required distance of the user in order to read a message. In Yik-Yak, anyone in your local city can read messages that people post. In our design, the receiver of the message is required to be much closer. For instance, in Yik-Yak a user who is on Clemson's campus at the stadium could view a message from another user who is in the Hendrix Center. Meanwhile, our design would require users to be considerably closer. A realistic example for our design would be a user being in the Hendrix center and reading a message dropped by someone at the bus stop beside the Redfern Health Center.

One question that a critic of this design might have is "What is the point of designing an application that has a limited feature as its main draw?" This is a valid question because, on the surface, it doesn't seem to make a lot of sense. There are cases in which limiting certain features of a communication app can actually be a powerful draw for the app. One of the main examples of this that quickly comes to mind is Snapchat. In terms of features, Snapchat is, for the most part, unremarkable. There are many digital communication services available that allow users to send short videos to each other. However, Snapchat deletes videos after they are viewed. The lack of an ability to save this in this app actually creates a huge draw. This restriction actually brings communication on Snapchat a little closer to non-digital communication than its competitors. In non-digital interpersonal communication, we cannot simply rewatch parts of our conversation with other people. In a similar vein, our location-based messenger is bringing digital communication closer to interpersonal communication by limiting messages to locations. In non-digital communication, we cannot instantly communicate over very large distances.

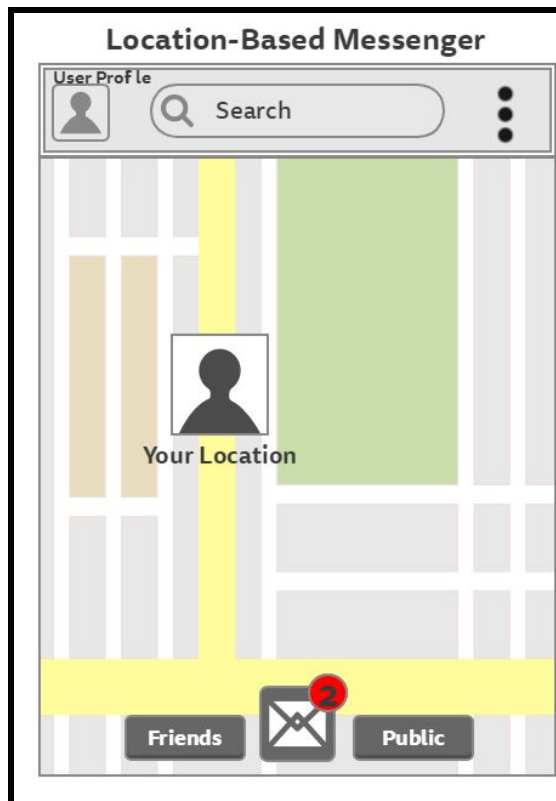


Image 3.1. The main page for the location-based messenger app.

Design

Image 3.1 shows a wireframe of the main page of the application. Starting from the top of the image, we will examine the design and the decisions made in the design. At the top left, we can see a small user profile icon. This icon allows the user to log in or to create an account if one is not already owned. If the user is already logged in, the button allows the user to edit or set profile settings. This includes things like username, profile picture, email address, birthday, and link other social media platforms. The second thing we can see at the top of the screen is a search bar. This allows a user to quickly search for friends and search messages that you have collected. Finally, we can see a three-dot option button on the right side of the top bar. Tapping this button results in a drop-down menu with options to block contacts, settings, and an option to send feedback about the app. The settings option will allow you to set notification settings

such as notifications on/off, notification sound, and vibration.

Turning our attention to the middle of the screen we can see a map with an icon showing the location of the user. Through the help of the Google Maps API, the user can see their location of themselves and of messages nearby. However, the user cannot see the locations of others. This is for obvious privacy concerns. We would not want users to be able to maliciously track each other using the app.

At the bottom of the image, we can see a large mail button. This is the main button of the app. It can be used to place a new message to any of the aforementioned target audiences. It can also be used to access all of the user's collected messages. The button has a small notification with the number 2. This means that the user has picked up two messages while they were walking around. On the left of this main button, we can see a friends button. This button takes users to a new page that allows users to add new friends, see their added friends, and see the messages they have sent/received from their friends. To see this page in further detail, see Image 3.2. Finally, to the right of the main button, we can see the public button. This button takes the user to a new page where the user can view all of the messages that they have collected from public users. The user can also upvote public messages from this page. To see this page in further detail, see Image 3.3.

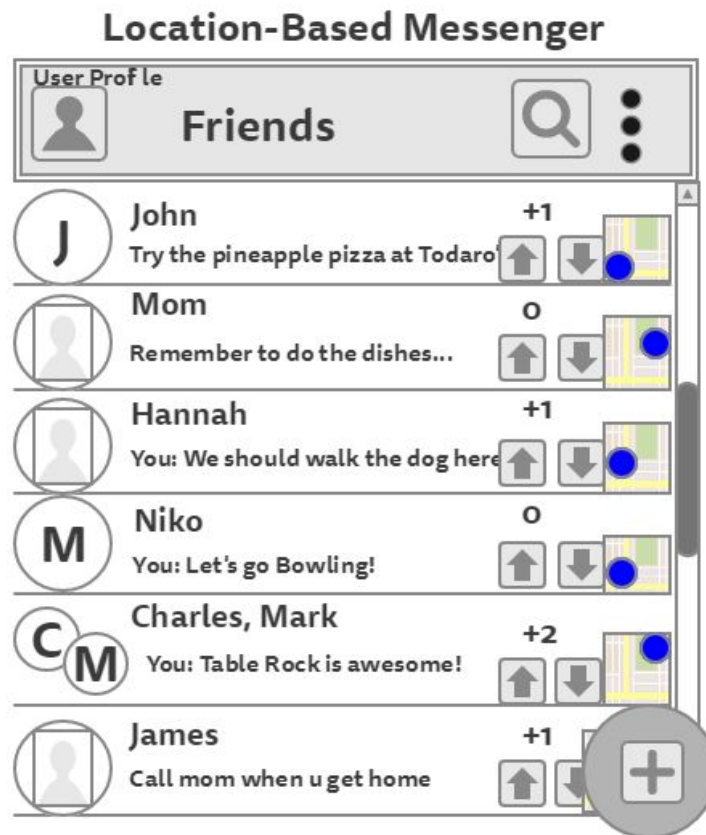


Image 3.2. This picture shows the design for the “friends” page. This page is accessed by tapping the friend button on the bottom left of the main page.

In Image 3.2, we can see the friends page. Like a typical messenger app, users can see a list of friends who they are having conversations with. The user can tap on any of the names to see all messages collected from and sent to that user. Near the bottom of the image, we can see two friends in one slot. This indicates a friend group. Any messages created that target this group can be opened by both Charles and Mark. On the right side of each of the friend slots we can see upward facing arrows. These can be used to upvote the friends’ messages. To the right of those upward facing arrows, small maps can be seen. Tapping on those small maps will pull up a large map showing where the message was received. Finally, a large circle with a plus icon can be seen of the bottom right of the image. This button can be used brings up a menu to create a new friend message, add a new friend, or add existing friends into a group.

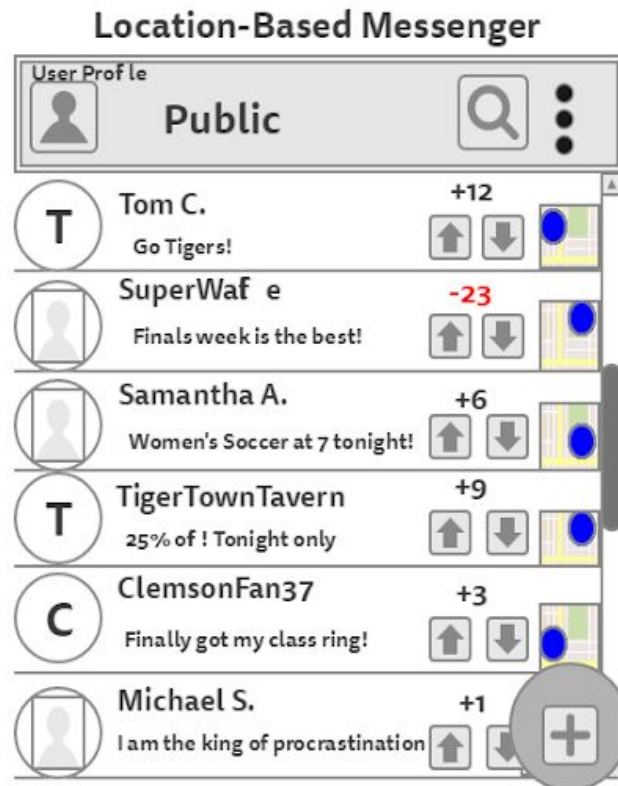


Image 3.3. This picture shows the “public” page. This page is accessed by tapping the public button on the bottom right of the main page.

In Image 3.3 we can see the page that users are taken to after tapping on the “public” button on the main page. This page is similar to the friend’s page, except it segregates public users from your friends. Anyone who walks across a message can leave either an upvote or a downvote to give feedback to the message. The large circle with the plus on the bottom can bring up a menu to create a new public message or send a friend request.

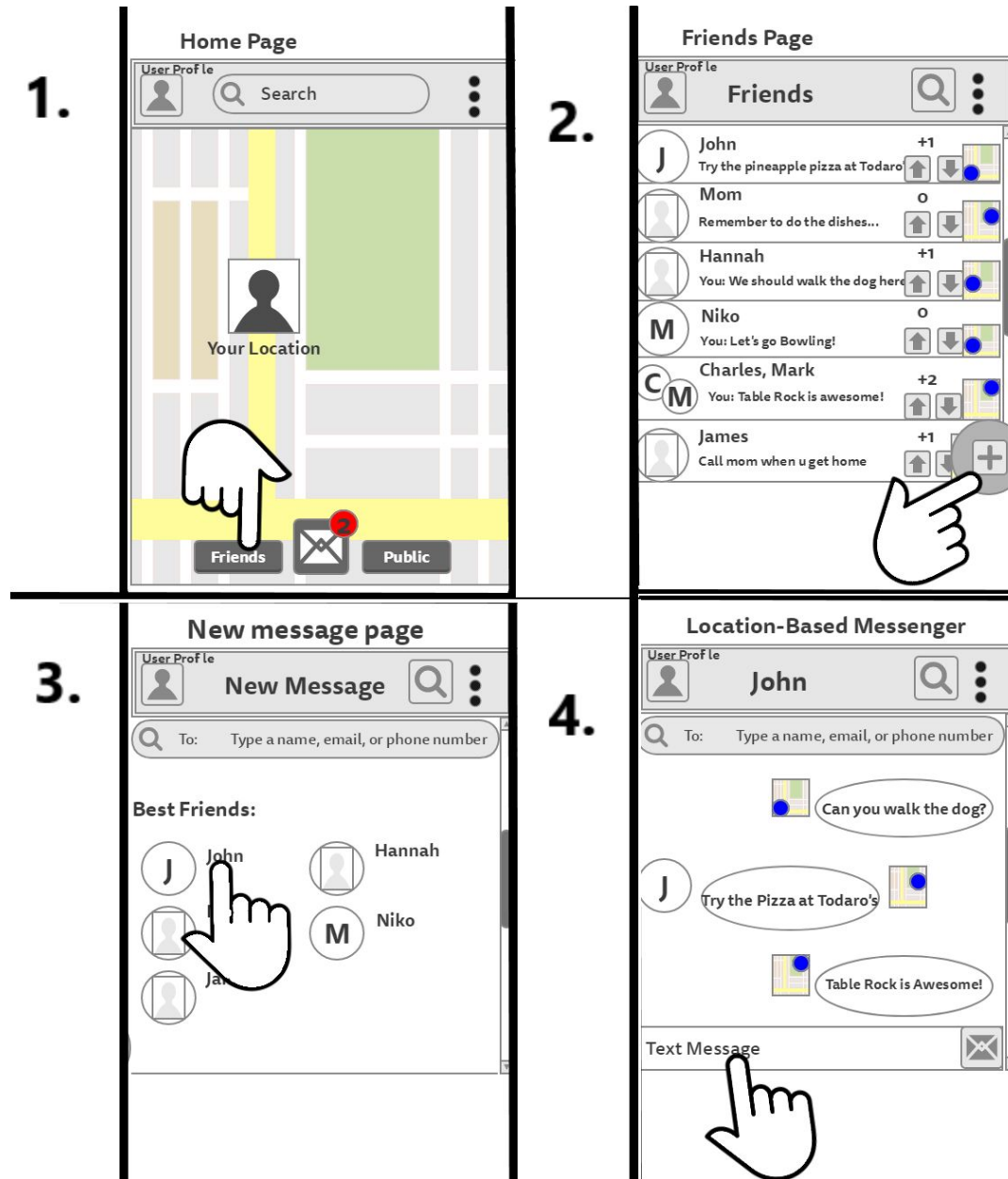


Image 3.4. A Storyboard showing how the user can create a message for a friend.

In the image above we can see a storyboard that depicts how a user could use the app to drop a message at their current location to a friend. From the home screen, the user can tap the “friend” button. From there, the user can tap the large circle at the bottom right of the friend screen. On the new message page, the user can click on the name of their friend. The user then sees all messages from their friend and can click on the input bar to pull up a keyboard and create a message.

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Milestone 1 (Task Analysis section)

Important characteristics of the users and task environment

The primary task environment of this problem is quite broad. It could be viewed as all the electronic devices that allow digital communication to exist. This includes desktop computers, laptops, smartphones, etc. It could also be viewed as the vast array of users who use digital communication. After all, communication will ultimately have to be interpreted through the minds of the sender and the receiver. In this section we will review some of the key factors of the task environment that are critical to understanding interpersonal communication and its connection with digital communication.

- One major factor of the task environment that we have to consider is that not all users of digital communication are the same. Strong interpersonal communication is strongly linked to emotion [8]. A 2017 study from Cardiff University in the U.K. looked at how factors such as gender, age, and social media use effects emotional expression while online. They found that women were more likely to report higher levels of emotional expression online than men. The study found that seniors tended to report a lower level of emotional expression online when compared to young adults. They also found an association between people who used social media at above average rates and higher levels of reported online emotional expression [8]. The research from this study indicates that our task environment includes digital communication users with varying levels of emotional expression based on certain characteristics. Therefore, having a stronger interpersonal communication through digital communication may be easier or harder based on the users in question.
- People may be slow or unwilling to adopt changes to their daily forms of digital communication. Nancy Baym writes about this phenomena in her book “Personal Connection in the Digital Age”. In it, she mentions that people respond to technology that changes interpersonal communication in one of two ways. The first reaction is that these new forms of communication are increasing the levels of shallowness in our communication. The second reaction is one of optimism. Some see the wave of new communication forms as a field ripe with opportunity. The new forms of communication can allow for people to communicate with far more people. This may result in a wider array of complete and meaningful relationships [10].
- People choose where they spend their attention with digital communications. Sherry Turkle in her Ted Talk, “Connected but Alone” [4] explains that people will purposely choose to spend less time with their friends in person to interact with them on their devices. She says that this method will give them more satisfaction without having to deal with actually spending time around their friends. In this sense our devices become more of our friends then people do.
- We have to consider that some people actually use digital communication, such as texting, as their preferred form of communication with other people. People with great anxiety or depression can often use text or in some cases phone calls to communicate and express themselves better than they can in person [11]. For these users, combining aspects of digital and interpersonal communication could help them in their journey to become more comfortable with non-digital communication.

Important characteristics of the tasks performed by users

For starters, we can examine the common factors of interpersonal communication that can be absent in digital communication. As previously mentioned the task of communicating over a digital medium should allow the expression of emotion. Emotional expression is a crucial aspect of interpersonal communication [8]. Tasks should make the user feel more connected to the people they are talking to, without causing a further dependency on their devices. The user should be aware of the environment that is around them. Who they are talking to, what medium their communication is going through, and the emotions surrounding the conversation should all be things that the user should be aware of. Users don't want to commit too much time when they are sending messages.

Most messages take seconds to write and send so any solution would need to minimally intrude on time spent. This also means that any features should not be unnecessarily complicated or hard to find. Everything should be quick and easy so that people do not have to spend too much time messaging their friends. A lot of younger users in this space are also not necessarily concerned with how the underlying feelings of their messages can be lost with the overall ambiguity of text messaging. This can lead to loss of connection with who they are messaging, and eventually lead to what Sherry Turkle discusses in her books. Young users interact using digital communication in social scenarios more than any other age group [7]. Messaging platforms with a wider social setting should have tasks that allow these users to feel like they are communicating in a "real" and non-artificial way. In Sherry Turkle's book "Reclaiming Conversation: The Power of Talk in a Digital Age", she mentions an "empathy gap" between digital and interpersonal communication. She gives the example of an apology that is given over text and refers to it as an "artificial truce". On one hand, it is nice to receive the apology. However, text apologies can give an inherent feeling that the person who is apologizing is being distant and only half-heartedly cares about your emotional well-being [13].

One of the major differences between digital and interpersonal and digital communication is the distance between you and to person who you are communicating with [12]. The "artificial truce" example that was given in Sherry Turkle's book dealt with a feeling of distance. Even when a friend was trying to sincerely apologize over digital communication, the distance created a feeling of separation or insincerity.

It isn't just younger users who might want to perform tasks in this space. Older users might feel that digital communication tasks are important because it allows them to stay connected with their families no matter how far away they have become. So making sure that they can communicate all of their feelings is essential to them [8]. Tasks that allow them to express emotion or add easier inflection to their messages in a way that is better than just an emoji could be beneficial for them.