

‘Easier or Harder, Depending on Who the Hearing Person Is’: Codesigning Videoconferencing Tools for Small Groups with Mixed Hearing Status

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Research Questions

1. How do established mixed DHH and hearing groups think about, interact with, and react to captions during online conversations?
2. When engaging in the codesign of future online captioning systems, what features do mixed-hearing ability groups desire, how would they design them, and why?

Method

Session 1

Reflect on current communication practices
Discuss designing group accessibility tools

Session 2

Brainstorm group feature ideas
Individually sketch ideas
Present ideas to the group and pick top 3

Video Prototype Creation

Session 3

View and react to group’s video prototypes
Review other groups’ video prototypes

Current Group Practices

Group A

Cousins who have been close since childhood
“When you grow up with it, it’s just – you already have your system down” - Allison

Group B

Colleagues who work on technology for DHH users
“I was pretty emotional after the first meeting because it was just so inclusive” - Blake

Group C

Friends, two Deaf signers and one CODA
Shared cultural context means they *“didn’t have to say the rules”* (Colin)

Group D

Three Deaf friends and Daisy’s hearing mom
Despite captioning being a *“less commensurate method”* (Daisy) for signers, the goal is *“to be very accommodating and flexible”* (Deanna)

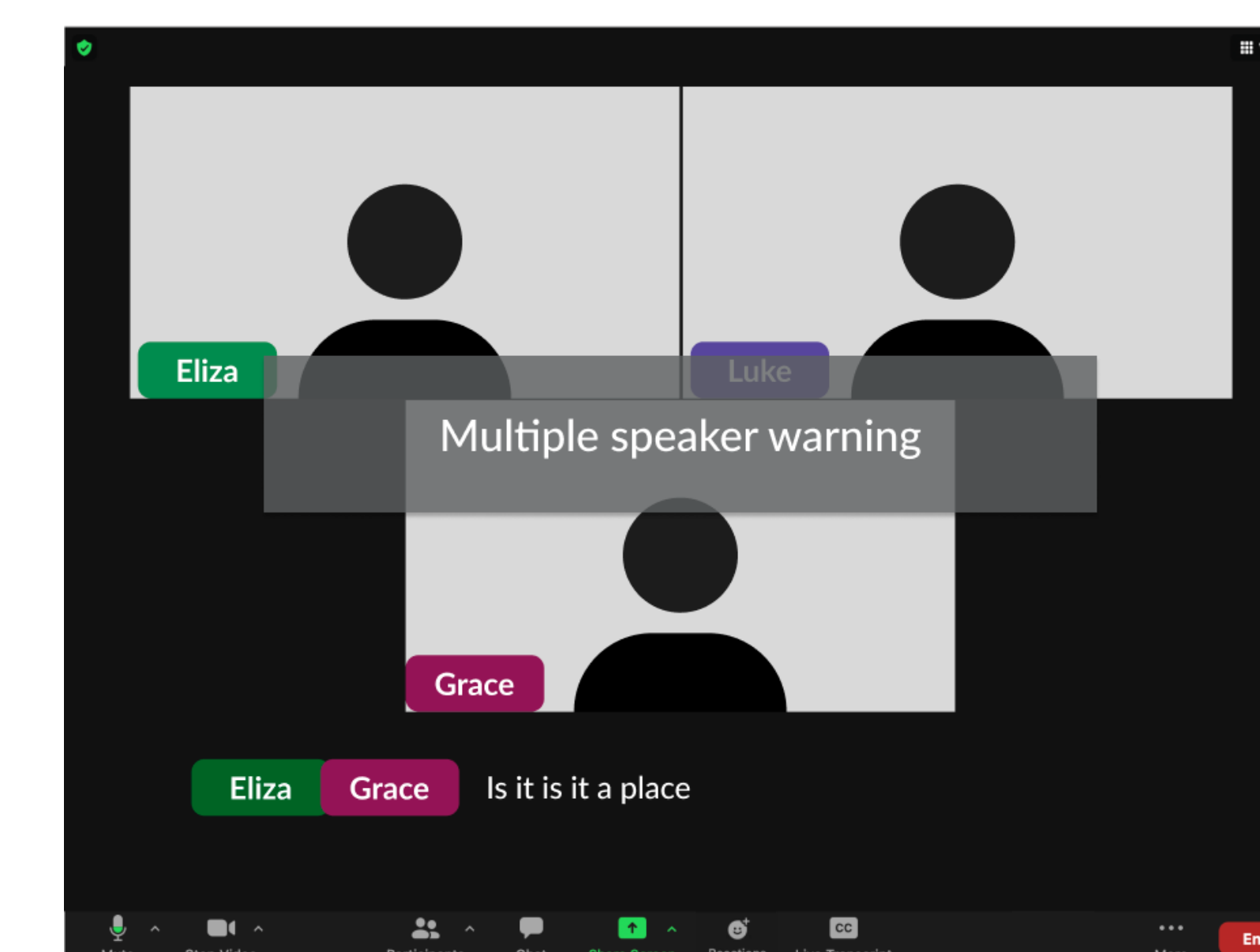
Rather than a *one-size-fits-all* approach to accessible conversation between DHH and hearing people, groups develop *tailored, contextual* approaches

Future Design

Participants developed design feature ideas that fell into these four categories:

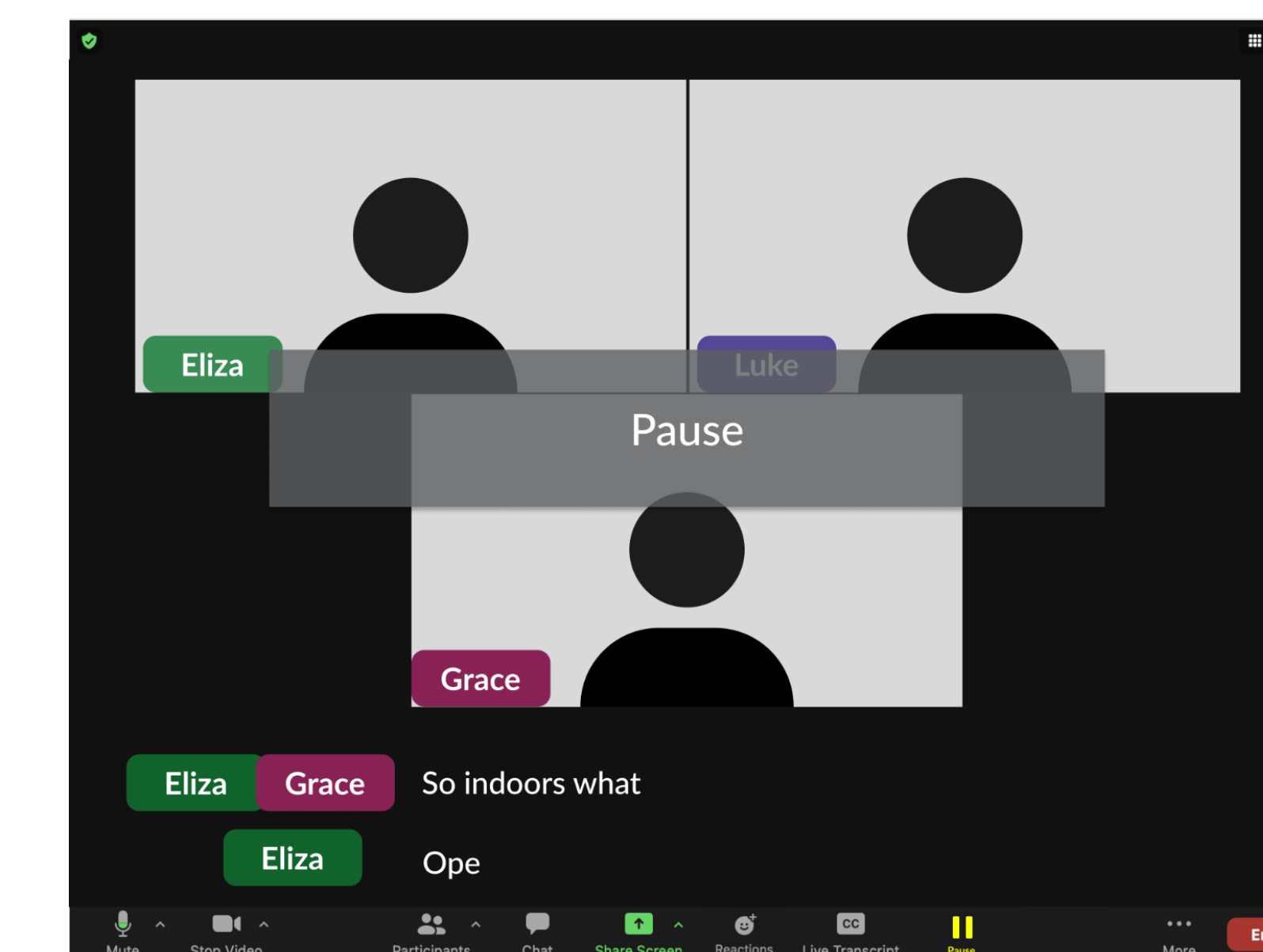
1. Speaker Identity and Overlap
2. Support for Behavioral Feedback
3. Videoconferencing accessibility infrastructure
4. Sound information

Speaker Identity and Overlap



“If I don’t know who’s speaking, I don’t have the contextual information” - Camille

Pause Button



“[I would] panic and ... not know what to do from there” - Anna

Conversation access is fundamentally social, but technology can support accessible norm development.

This technology may not always be novel, but is wanted, with high potential impact