



Reading into Conversations: A Facilitator-Centered Exploration of Visualizing Conversation Metrics



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Difficulties of Facilitating Audio Discussions

Facilitators of large-scale audio discussions struggle with engagement and satisfaction due to scale, task overload, and tracking participants.

Reducing appearance pressures eases participation but removes quality signals.

Not Listening	Hates Me?	Picking Nose	Not There	Who Is This?
Wall	I'm Dying Here	Ugh	You There?	No Pants On
Awkward	Blah Blah	Chewing Loudly	Multi-tasking	Checking email
	Here By Mistake	On Facebook		

What one might imagine their participants are experiencing during a session

Methods

- Context: Large scale audio only discussions
- Interviews
 - 14 TAs/Instructors
 - 12 Social audio facilitators
- Interview structure
 - Prior experience
 - Design probes
- Design goals
 - Decreasing facilitators' workload
 - Re-calibrating assessments of quality
 - Changing incentive structures
 - Diversity

Facilitator's Reactions

Mystery Audiences

"we just assumed this content should be able to engage them" (S7)

Surveillance Leading to Silence

"the whole point of these kind of discussions [which] is [a] free exchange of thoughts and ideas and feedback" (E14).

Gamification, Herding, Interruption

"if it's all in the negative direction, then the people who are actually thinking that this is actually a good conversation might also start looking at the negatives or start pointing [out] flaws" (E2)

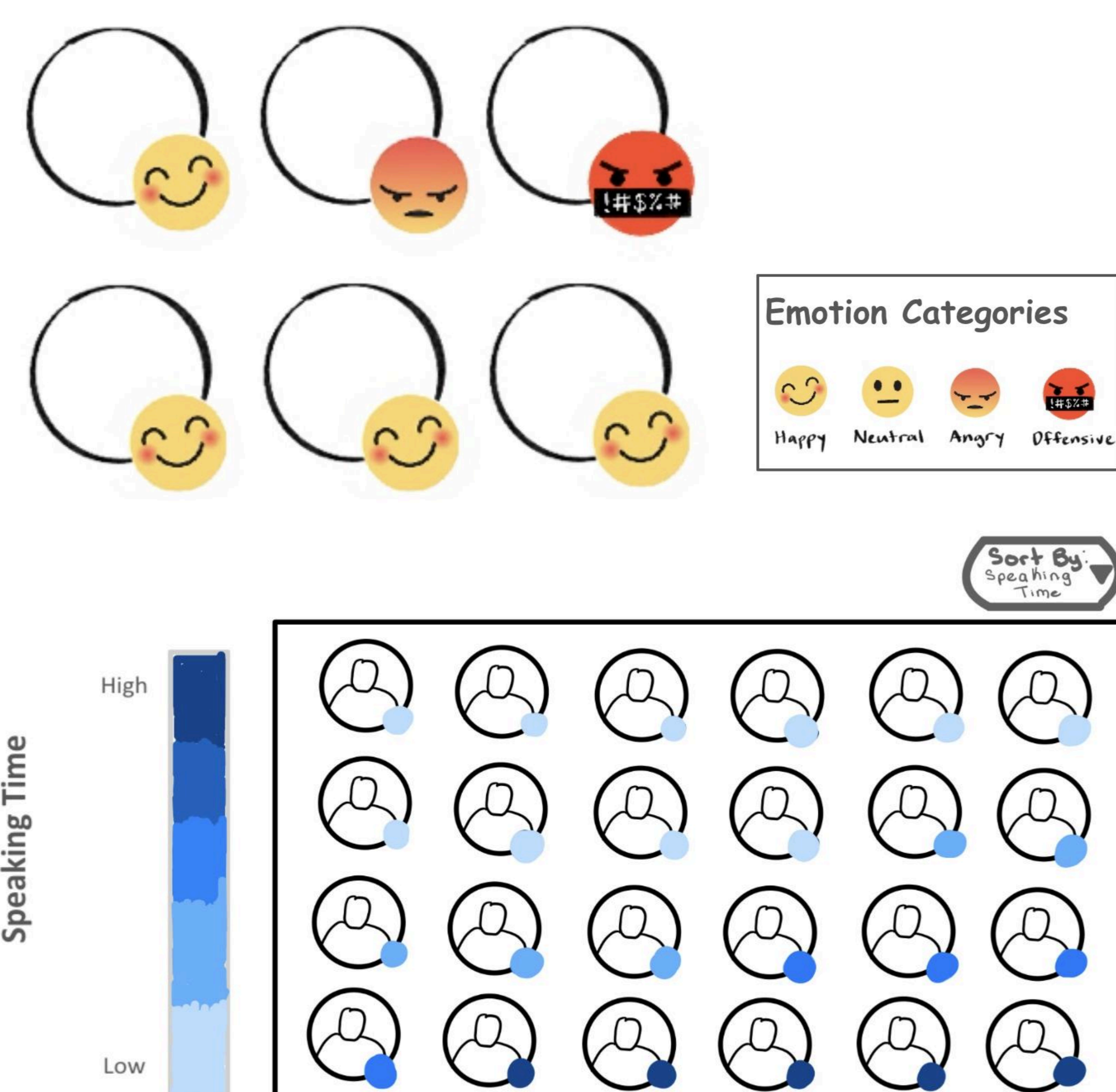
Making Ephemeral permanent

"you had to have been there" (S8)

Conflicted Visions of Authority

"if someone could like mute their mic, but then like pretend that like it was like accidentally muted, then I'll be like, 'oops, my bad, let's move on'" (E5)

Design Probes



Examples of design probes

Prior Work

- GESTURES
- POSTURES
- EYE CONTACT
- FACIAL EXPRESSIONS
- SPACE



[1] Sabri, N., Chen, Y., Lee, M., Dow, S. P., Vaccaro, K., & ElSherief, M. (2025). The Balancing Act of Social Audio Facilitators: When Self-Promotion Overshadows Community Care. *Proceedings of the ACM on Human-Computer Interaction*, 9(2), 1-34.
 [2] Jiang, J. A., Kiene, C., Middler, S., Brubaker, J. R., & Fiesler, C. (2019). Moderation challenges in voice-based online communities on discord. *Proceedings of the ACM on Human-Computer Interaction*, 3(CSCW), 1-23.
 [3] Samrose, S., McDuff, D., Sim, R., Suh, J., Rowan, K., Hernandez, J., ... & Czerwinski, M. (2021, May). Meetingcoach: An intelligent dashboard for supporting effective & inclusive meetings. In *Proceedings of the 2021 CHI conference on human factors in computing systems* (pp. 1-13).