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An e-mail system that conveys degree of effort by showing information on editing process of a mail

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Most of nonverbal cues are not available in computer-mediated communications. It is well known that such nonverbal cues are important to convey meanings as well as context of the conversation. Therefore, there has been numbers of studies on covering nonverbal cues in the computer-mediated communications. The systems proposed by preceding studies are divided into two groups. One is a system that lets users intentionally input their feelings and shows them to the recipients, while the other is a system that extracts feeling information from text, converts the information into visual effects, and shows it to the recipient. However the former unreasonable on the sender's and it is doubtful whether the system accurately extract the sender's feeling in the latter approach.

In this thesis, I propose an e-mail system named "PAdd Mail" that supports a recipient to form impression on an e-mail by showing information on editing process of the e-mail. The information on editing process of the e-mail consists of "length of composing the e-mail", "number of all keystrokes" and "number of keystrokes of a delete key". The feature of this system is that the system does not interpret the situations of the senders; it provides only simple cues as well as criteria for evaluating amount of editing process of the e-mails. The recipients interpret the situation of the senders based on the cues referring to the criteria.

In order to estimate efficiencies of PAdd Mail system, I conducted several experiments with subjects and questionnaire surveys for estimating effects of the information on editing process of the e-mails. As a result, it was confirmed that

the information on editing process of the e-mails affects the formation of the impression of the e-mails and that PAdd Mail system can convey the senders' degree of effort in composing e-mails to the recipients.