

# Texting versus Videochat: Effects on Confidence and Performance



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**VIRTUAL PSYCHONOMICS**

# Introduction

- **Communicative Media:** People use a mix of communication media to interact with each other: text, audio-only, audiovisual
- **Media Richness Theory:** Each medium can be placed on a continuum and rated from lean to rich (Daft & Lengel, 1986)
- **The Hyperpersonal Model:** Text-based media may unexpectedly cultivate more intimate relationships than audiovisual (Walther, 1996)
- **Modality Switching:** How does the way people first interact affect future work performance and feelings about their addresses?



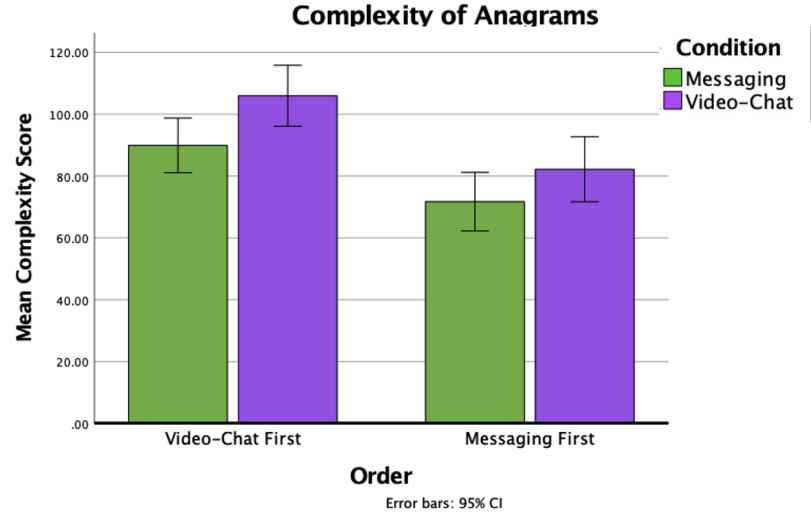
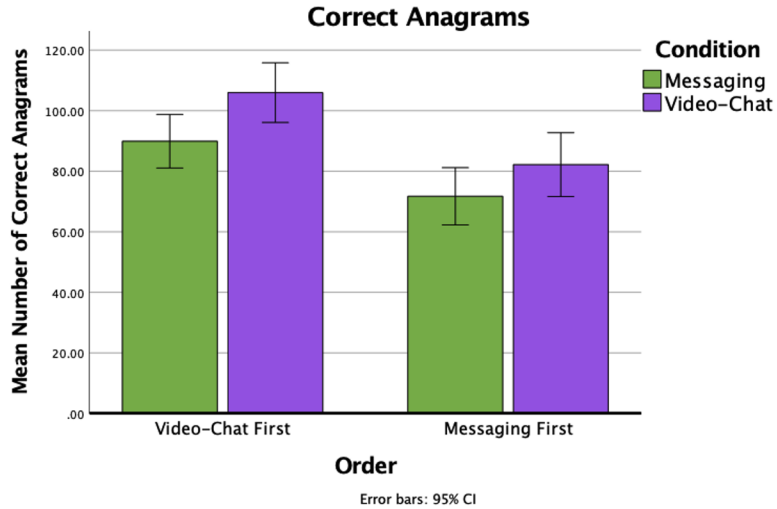
# Methods

- **Independent Variables**
  - Video Chat First
  - Messaging First
- **Anagram Task**
  1. ABOLISHED \*

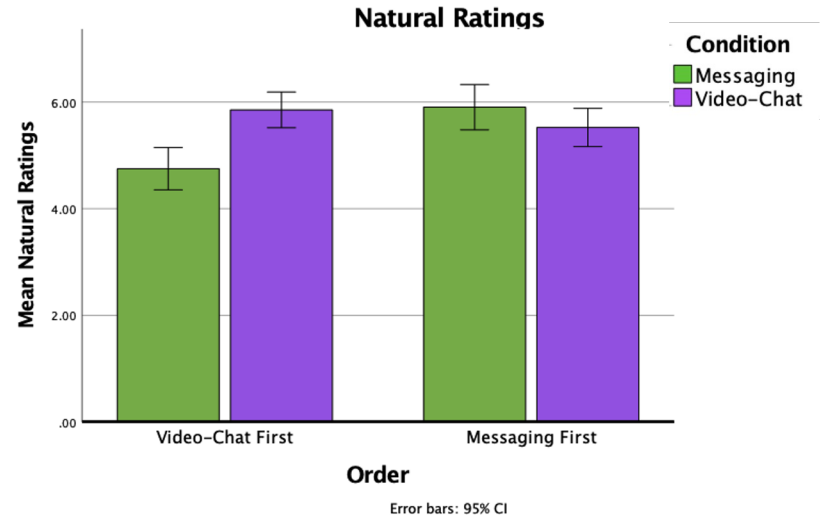
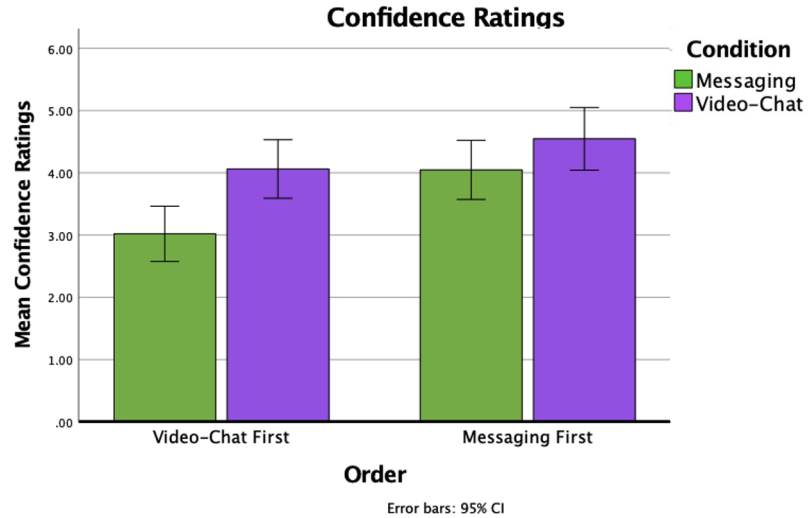
Long answer text

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- **Dependent Measures**
  - Correct Anagrams
  - Anagram Complexity Score
  - Confidence, Naturalness, Personal Ratings

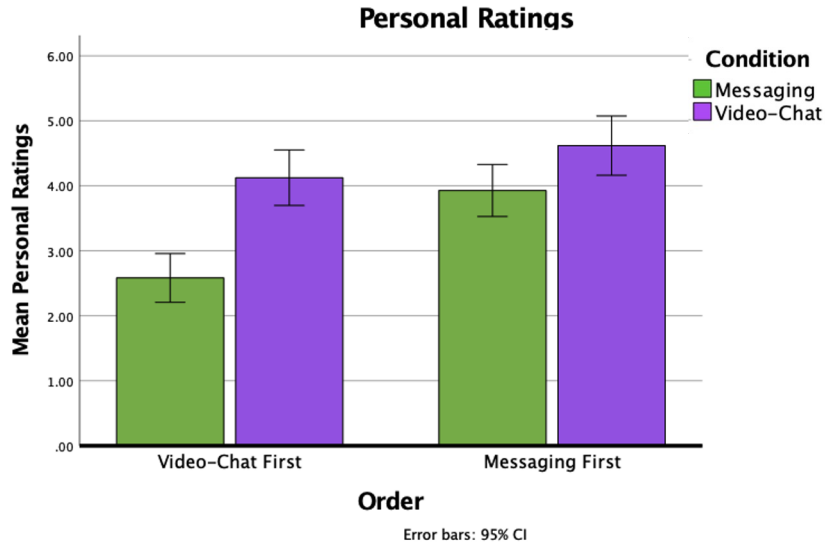
# Results



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# Discussion

- Video chat interactions resulted in better performance on the anagram task than text communication.
- Confidence in having found all possible anagrams and natural and personal ratings were higher in initial messaging interactions.
- Switching from messaging to video chat increased ratings, but switching from video chat to messaging decreased ratings.
- While initial interactions may have shown a hyperpersonal effect, any such effect was short-lived.
- Having cues was beneficial for performance, confidence and personal ratings.

