

Wednesday 12/21 - Meeting with Assistant Director, Civic Engagement and Lecturer III in Information at the University of Michigan School of Information

Notes

- Section 1: Version Control
 - “Pain Points” in Instructions Blurb
 - Presenting in “There exists a Problem” perspective
- Section 2: Airline Perspective
 - “What is your role in evaluating the need for an AFP?”
 - Is there a set of possible answers we’re looking for
 - If so, give them that set
 - If concerned about losing perspective
 - “What other TMIs”
 - Be careful about a design approach with “add as many features as possible”
 - “What FAA facilities/colleagues”
 - Closed set of answers
 - “How do you reference the Ops plan”
 - “On my PC” does not refer to distinct the software
 - May be a need for further distinction
 - “Name the source of the above mentioned metrics”
 - Further distinction on what the source would be
- Section 3: FAA Perspective
 - “When creating an AFP...”
 - Find a way to make closed categories
 - “What information does the FAA...”
 - “What information do you look at”
 - Avoid asking the user to represent a broader group than they are or a scenario that isn’t authentic to them
 - Find ways to make more closed categories
 - Two ways to approach this problem
 - Start with interviews to help us close out the options, then use the survey to understand the trends
 - Problem: don’t have an interviewer pool
 - Survey first, think about what information here is going to help ask a more specific/useful interview question
- Section 4: User Opinions (potential Interview Questions)
 - “When creating AFPs with TFMS, what...”
 - What is the thing that they can tell you about their experience
 - If we ask a question like “When creating AFPs with TFMS,...”
 - What can airline perspective tell us about their experience with the question in concern
 - Maybe change to “When creating and/or working with AFPs”
 - What features are used most when creating AFPS

- What information takes the longest to process when working with AFPs on TFMS
 - Rank order of features in terms of ease of use
 - Create a closed set of options
 - Identify two items/things that are most challenging to using the interface
 - Go over phrasing of these questions to not get open-ended answers wanted from interviews
 - “Do you believe Dual Monitor support...”
 - Rephrase to “Do you use one or two monitors”
 - “Which features would enhance collaboration...”
 - Are we looking for what features are used for collaboration, or which features would enhance collaboration
- Section 5: Review Activity
 - Shift this section over to Interview
 - More of a user test/walkthrough of the technology
- Section 6: Interview Interest
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