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 TMI’s”
    ■ 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 area 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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