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The Official Newsletter of the Flight Deck

Going to Greenwood!

Joshua Oh, Full Stack Developer

Our journey starts in a rental car at the Halifax Stanfield and it doesn't take long to get lost. Greenwood is somewhere in the grand network of roads and forests; It's a town, but really we're looking for a military base that happens to have a town.

We arrive at the base in total darkness. We're honestly not expecting much from the dormitories but are pleasantly surprised to find furnished suites with Wi-Fi and private bathrooms! After 12 hours of planes, taxis, and layovers, we've finally made it to a place to rest- only for a bit of course.

The week is busy. Sometimes we're sitting in a room presenting Maintainer and sometimes we're looking over somebody's shoulder as they try Maintainer for the first time. Everybody's asking questions and everybody's taking notes. It's all part of the process; any point of confusion or criticism becomes a point of improvement for Maintainer.

Its not all work. We get to tour some of the hangar planes, see the inside, go in the cockpit, and even walk on the wings! We get to go up to the tower where they manage aircraft take-offs and landings. And God, the nature is something else.

And you meet people. Your boss is a real person and also your co-workers are actually real people and not just pixels on a screen. The people we're talking to are the technicians and supervisors who might actually use Maintainer and they're excited about it. It's an amazing feeling, knowing your internship might actually have an impact.

So overall, not a bad trip.



User Interviews Tips

Garret Tracey, Business Development Coordinator

Our trip to Greenwood consisted of User Interviews for a good reason: getting feedback from customers is critical to creating a good product. Here are the three biggest tips I can give after a week of conducting these kinds of interviews:

1. Emphasize to the user that they are in a safe environment: The last thing you want is your user being closed off, which is what will happen if they feel dumb or uncomfortable trying out your product. Let them know right off the bat that there are no right or wrong answers, and that their honest opinion is more than welcome.

2. Don't get "parent" feedback: Avoid yes / no questions such as "do you like this", as most people will just say yes without giving any actual notes. Instead, ask questions that bring out feedback, such as "what do you like about this", or "what would you change about this".

3. Don't tell your user what to do: In most cases, a good product is one that a user can easily understand how to use without explanation. If you walk them through every step, then you may miss a flaw in your design that needs to be improved.



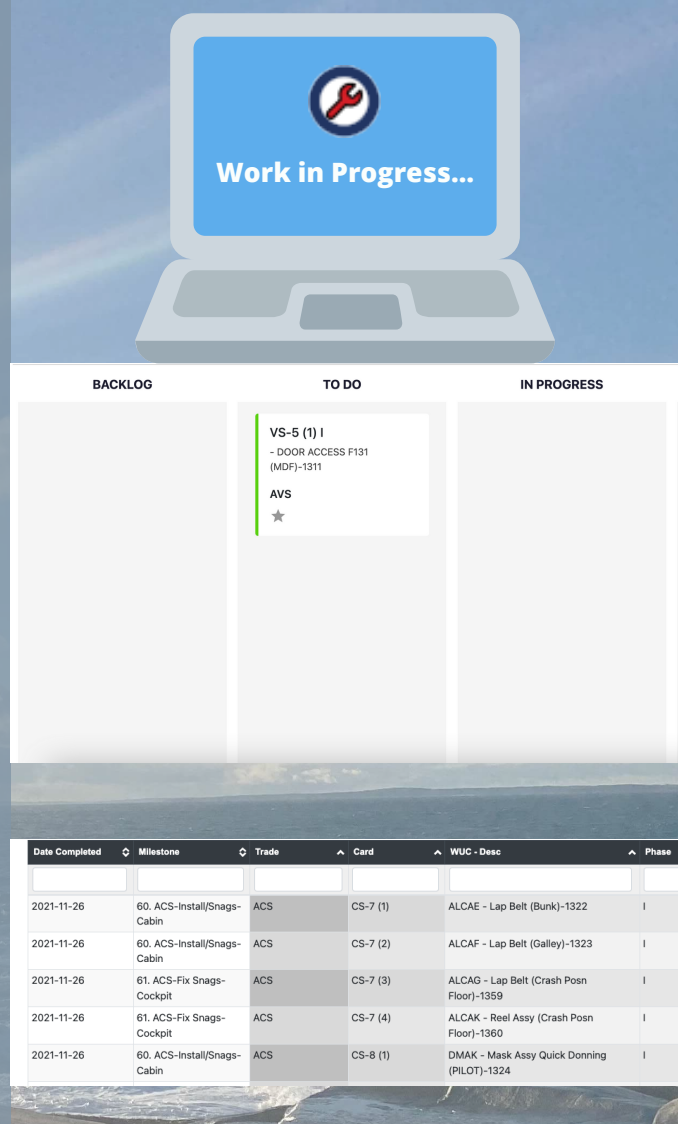
Maintainer: A Quick Update

Jessica Peter, Full Stack Developer

We made a lot of progress on the Maintainer this past month, as we prepared to demo the app in Nova Scotia last week. Some of the new features we implemented are the Gantt chart, Kanban board, and the ability to search through planned and emergent work tasks. Make sure to read Arista's article below for more information on the Gantt chart!

The Kanban board allows the planner controller to add, assign, and delete tasks. Then the users can see what tasks they have to do on a current day, and move them from "In Progress" to "For Certification" once it is complete.

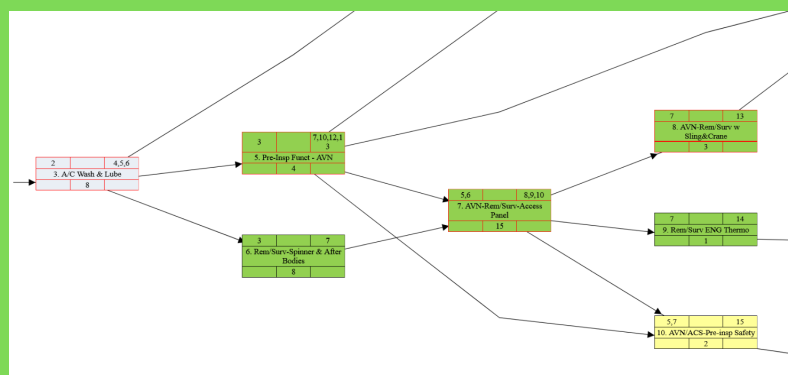
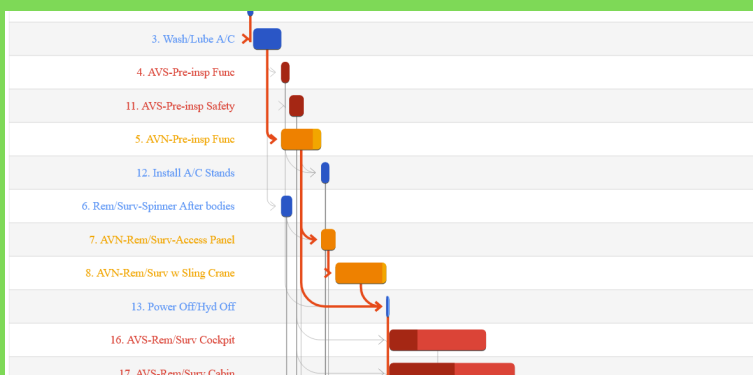
The Maintainer also gives users the ability to search through planned and emergent work items. This is very useful for the planner controller, as they can filter the tasks to easily find what they are looking for. For example, if the planner controller wants to see which tasks have not been completed, they can set "Total PHRs" to 0, as shown to the right.



Gantt Charts, Pert Charts

Arista Mueller, Full Stack Developer

A big focus of Maintainer has been providing data visualizations for project milestones. We've chosen two chart types: Gantt charts and Pert charts. Gantt charts (the first image) represent each milestone as a bar, with the length and position of the bar representing the duration and start date of the milestone. Pert charts (the second image) lay out milestones in a network and connect milestones that have technical or resource dependencies using arrows.





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