



ATC Study

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Description and Goals

- Do a user study on ATC to find out how controllers interact with the interface
- Pay special attention to the activities that envelop high traffic load times

Goals

- Determine how controllers cope with congestion while ensuring safety
- Get feedback on potential use of augmented paper (e.g. to bridge gap between flight strips and digital data)



Hypothesis

- Use of augmented paper that provides interaction between flight progress strips and the online digital data can be effectively utilized by air traffic controllers to avoid or drastically reduce the congestion periods whereby the controllers could potentially get overwhelmed.
- This claim is based on these observations:
 1. Augmented strips can provide information helpful in projecting future events thereby effecting better planning and control
 2. By providing interaction, augmented strips synchronize events resulting to less work the controllers have to do as far as keeping offline data current is concerned.



Protocol

- Observe
- Record (written, audio, video)
- Interview
- Questionnaire



Questionnaire

1. What is the best part of your experience?
2. What is the worst part of your experience?
3. What takes most time to do?
4. In high traffic, what do you do to handle more planes while maintaining safety procedures?
5. What is the most critical task(s)?



Questionnaire (cont)

6. On a scale of 1-10, how satisfied are you with the entire system?
7. On a scale of 1-10, how satisfied are you with paper strips?
8. What do you think could be done differently in the use of paper strips?
9. If paper flight strips could interact with the rest of the system, would that be beneficial (in what ways)?
10. Are there any other comments you have?



Consent Form

- See [Attached](#)

END

Questions/Comments