

# Rethinking Club Communication

The T-Craft Board has given its blessing for interested club members, lead by Tyler Rudy and Scott Henscheid, to begin a trial run of a new communication platform. There's room for improvement from our current system of sending out emails, hunting down CFIs, propagating fleet updates and news, scheduling time to fly together, joining committees, sharing pictures and news, and asking questions that everyone would benefit from.

Right now if Ben sends out an announcement, he fields the same question from 10 people, and only those 10 people see that clarification. If the Lemon Pledge runs out you end up texting a single person asking where a resupply is even though 40 might know the answer. The Snow Removal Committee (and many like it) exist solely to clarify "who belongs on the email chain / text group," even though anyone who lives near KMAN could freely participate. "Should I squawk this" (yes) often goes un-asked or rests solely on Pete's shoulders. Ben sends out an email asking for volunteers to cook for the Garden City Fly-in and there's no visibility into peoples' responses ("I'm happy to cook, but I need a grill..." "I could bring 40 bags of McDonalds!") unless Ben sends out another email.

We think we can do better.

Using a communication platform called Mattermost, we're kicking off a trial phase with any members interested in joining this experiment. We'll focus on:

- Social (Photos, News, Chat)
- Club Updates (Relayed from Email / Newsletters)
- Fleet Updates
- Committees (as appropriate)
- Realtime Q&A

We get out of Mattermost what we put in to it. Fully realized, it has the potential to redefine what "being in a Flying Club" means to T-Crafters. Even if it falls short, it will still be "very useful."

## Account Creation

First we'll be setting up a new account in a Browser, then we'll set up the Mobile App for on-the-go communication. I'll go over some features then we'll finish with a checklist.

**ⓘ You're creating a NEW account, NOT reusing existing ScheduleMaster credentials.**

- I **strongly** recommend doing this in a browser first, before touching the Mobile app
- Click on the Invite Link: [https://chat.t-craft.org/signup\\_user\\_complete/?id=hfxuqftu5inaxrgpistx6ndyny](https://chat.t-craft.org/signup_user_complete/?id=hfxuqftu5inaxrgpistx6ndyny)
- View in Browser > Remember my preference
  - We'll set up Mobile App later
- Enter an Email and New Password, then click Create account

**Create your account**

Email address  
capt.sully@sully.net

Choose a Username  
capt.sully

ⓘ You can use lowercase letters, numbers, periods, dashes, and underscores.

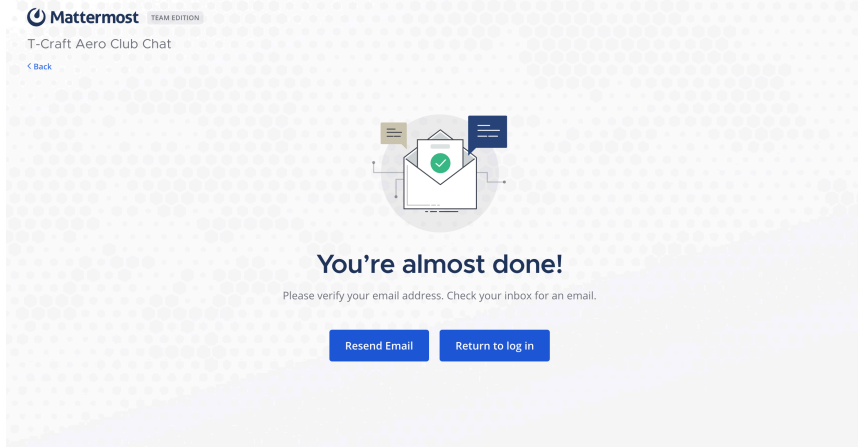
Choose a Password  
.....

ⓘ Your password must be 8-72 characters long.

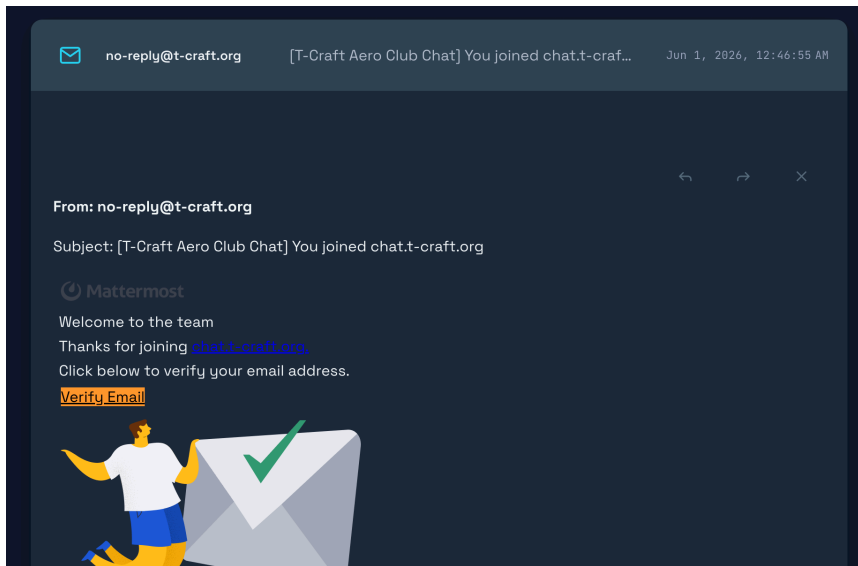
I agree to the [Acceptable Use Policy](#) and the [Privacy Policy](#)

**Create account**

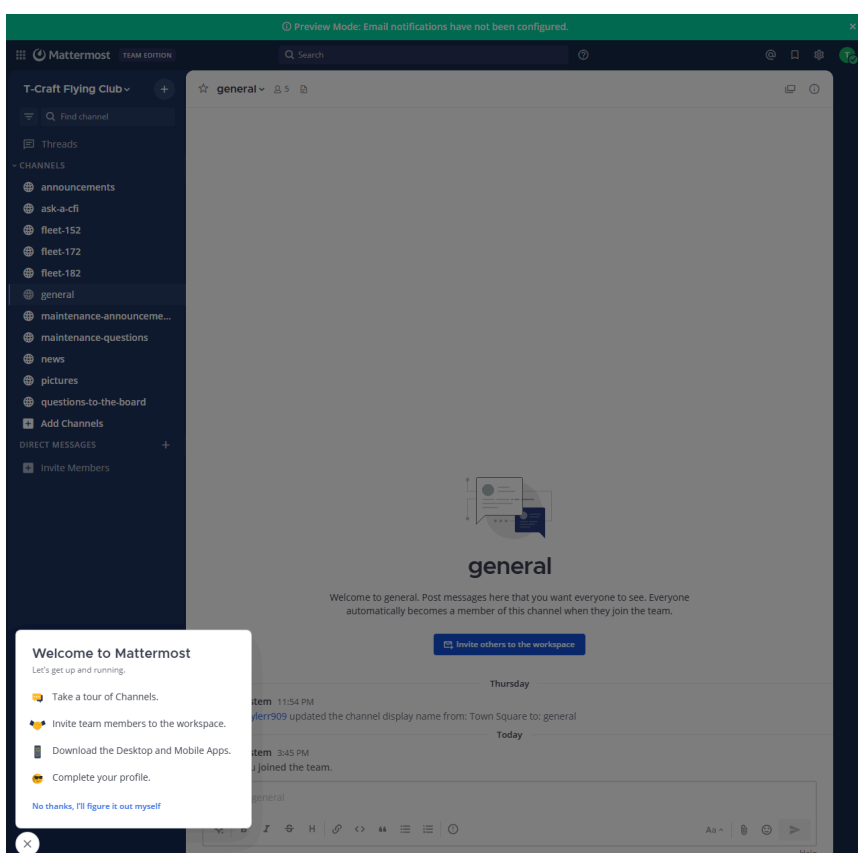
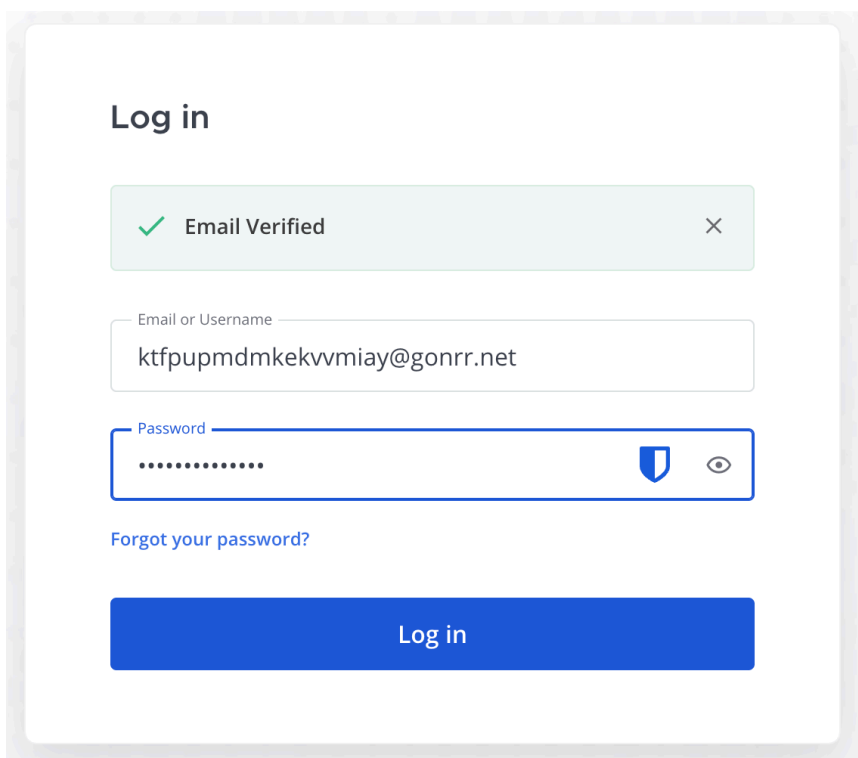
- You'll then see this screen:



- Go to your email and click the "Verify Email" link from T-Craft Chat: [no-reply@t-craft.org](mailto:no-reply@t-craft.org)



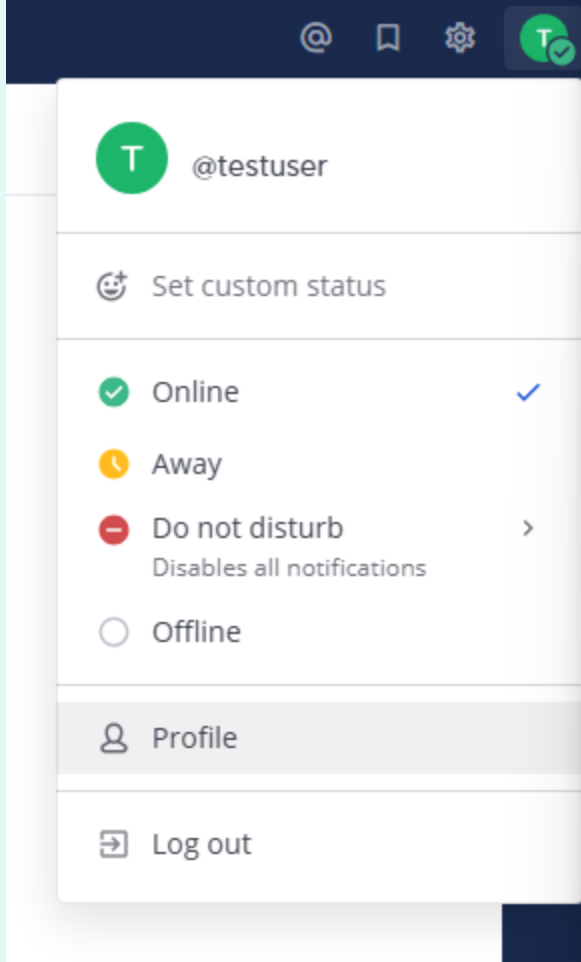
- Now enter your new account credentials to log in for the first time:



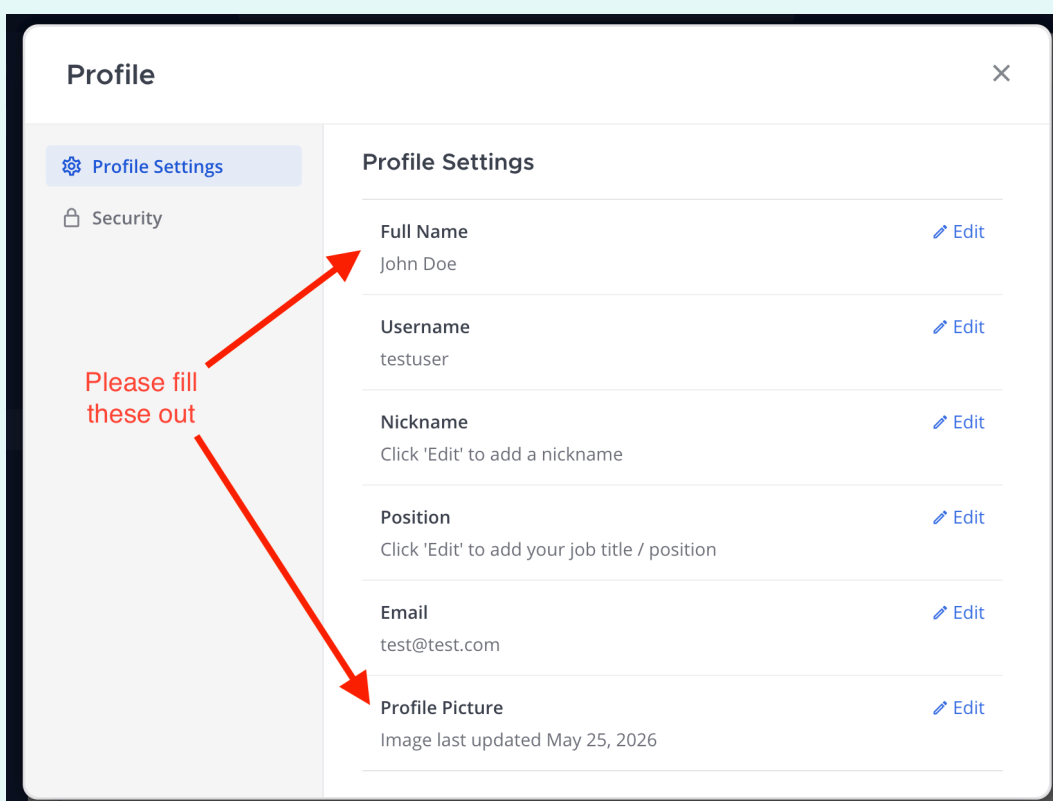
You can choose to take the tour, then please continue:

## Finish your Profile

In the Top Right click on the icon with your Initial then select Profile



- Please add a Full Name and **recognizable** Profile Picture



- If you have a Club Position, feel free to add it here

### ✓ Please fill these out

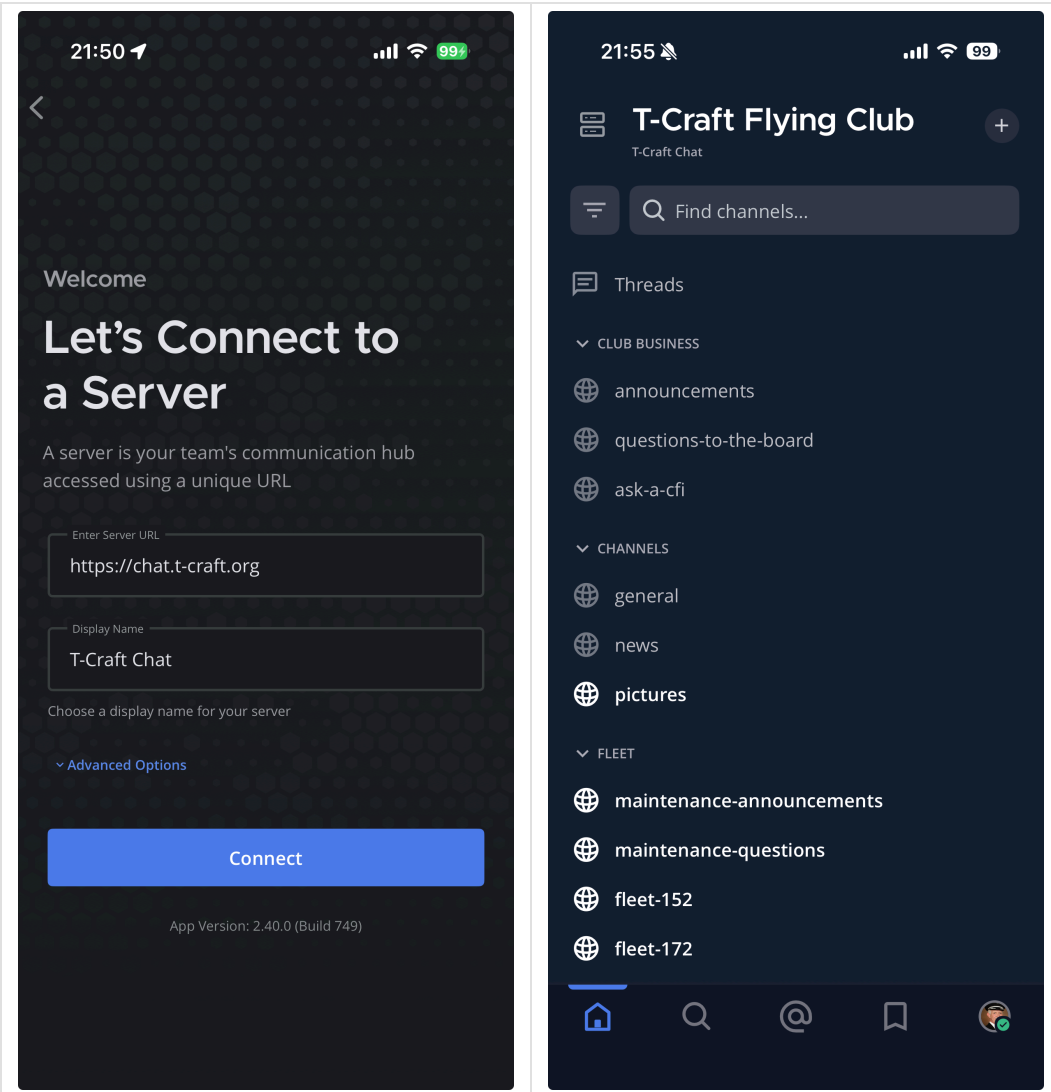
With over 100 club members it's difficult to link names to faces. The stated goal of things like Attendance Requirements is to foster the "Social" aspect of our club. A **Recognizable** Profile Photo linked to your name helps members get to know you.

📌 If you'd rather upload a photo from your phone, these settings can be accessed within the Mobile App under the "Your Profile" settings menu

- Close the Profile editor, then click the Settings Cogwheel to customize your experience according to **your preferences**. Some options worth considering:
  - Enable Desktop Notifications
  - Theme Settings (Light or Dark mode)
  - Clock Display (24hr)
  - **Teammate Name Display > "Show first and last name"** (Recommended)

## Mobile App

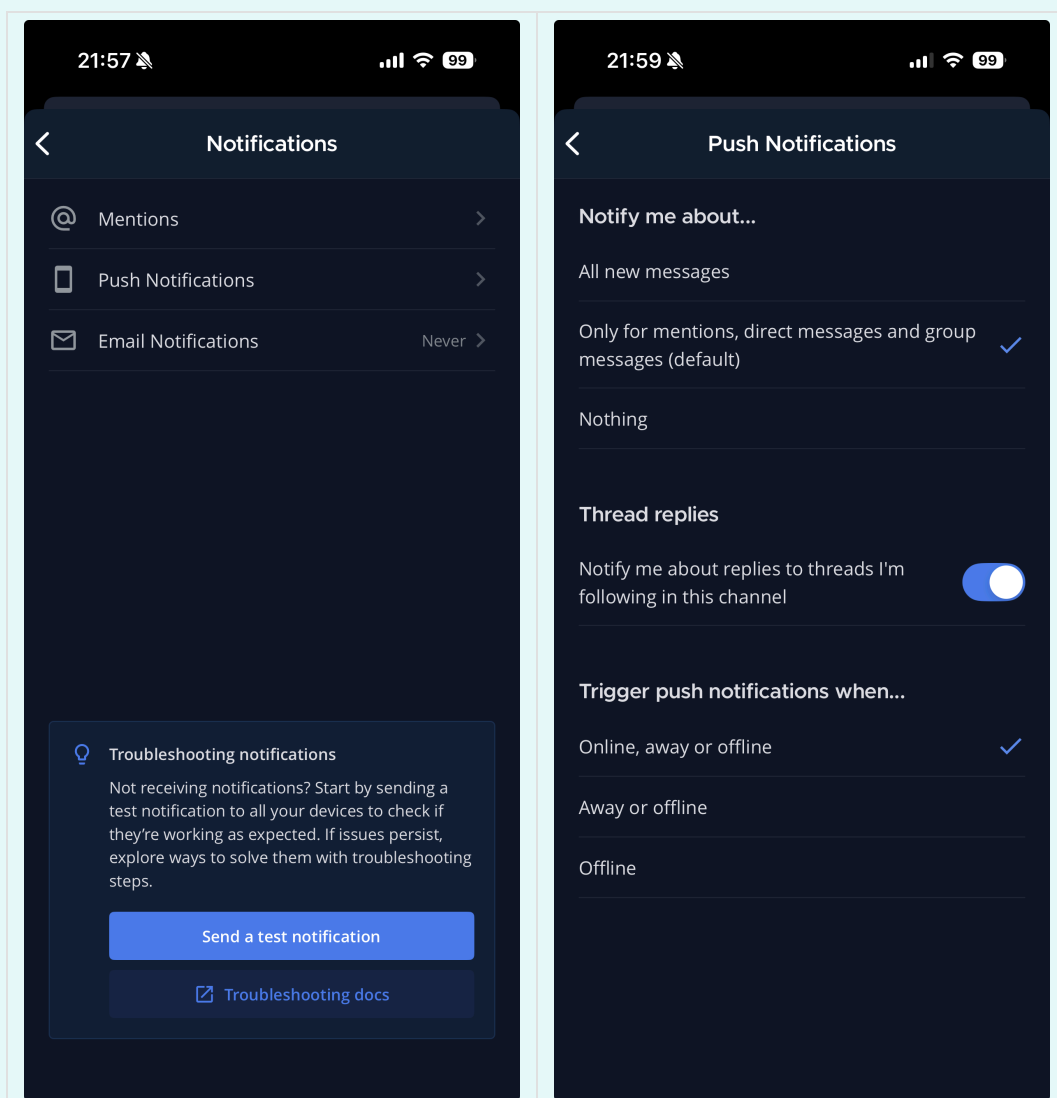
- Download Mattermost on [iOS](#) or [Android](#)
- Open the app and you'll be presented with the sign-in page
- Connect to `chat.t-craft.org` and give the server any name you like
- Log in with your credentials to see a mobile version of the browser application



## 🔔 Notifications

Customize your Mobile notifications by clicking:

- Profile on the Lower Right > Settings > Notifications.

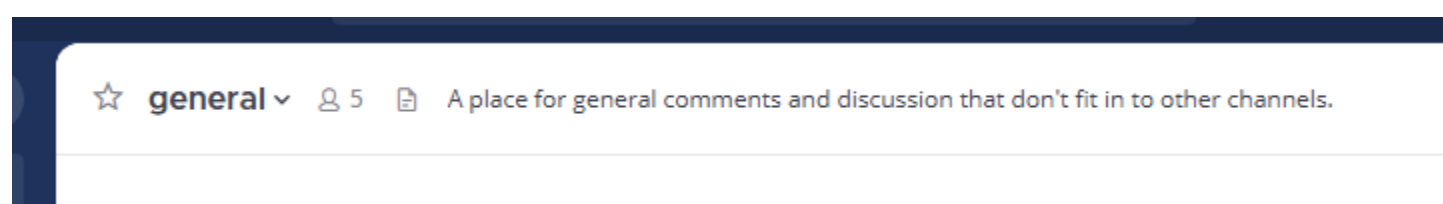


Then customize when you receive notifications and what kind of notifications you'd like. If you don't want to miss a single post, set it to "All new messages" and "Online, away or offline."

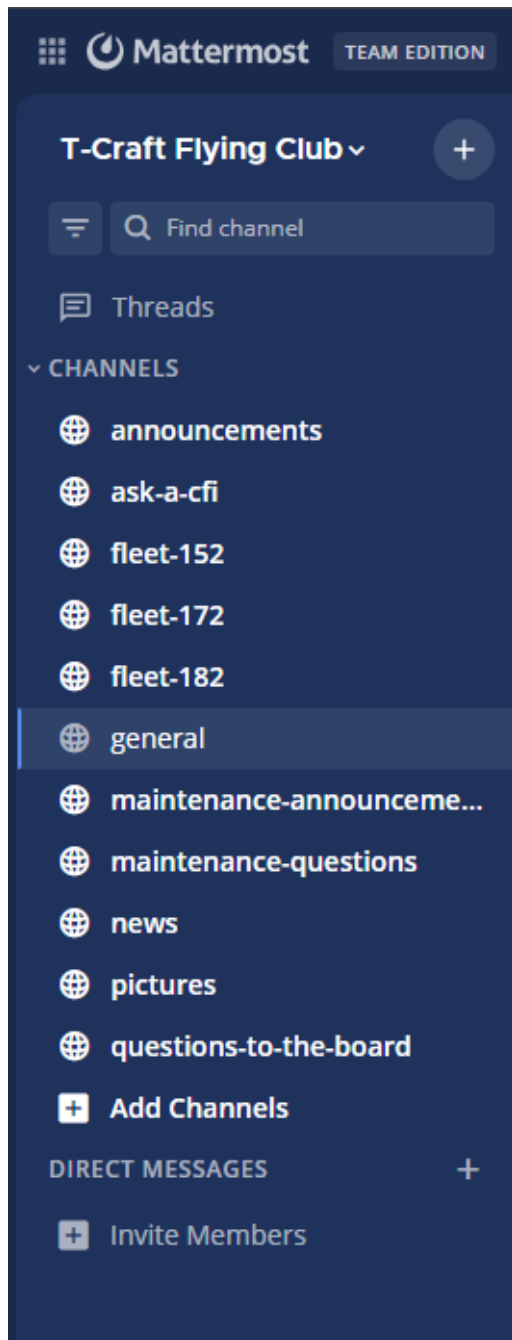
I recommend sending a **Test Notification** to ensure the app has Permission to notify you when it's closed.

## Features

The first channel you'll see is the `general` channel.

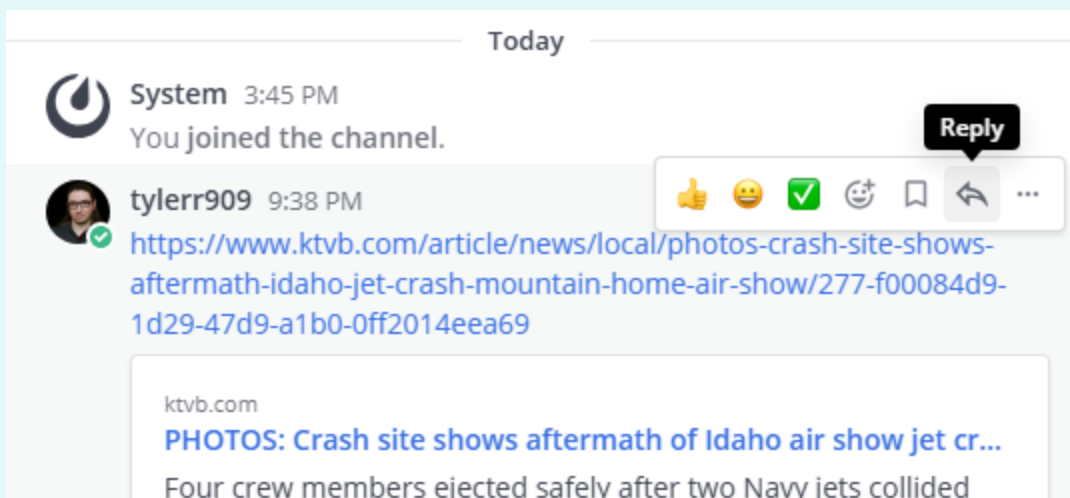


If you take a moment to observe the Sidebar you'll see some other channels intended for topic-driven discussion. Each channel has a note at the top to explain what it's for. Take a moment to click through the channels and gain familiarity with them.

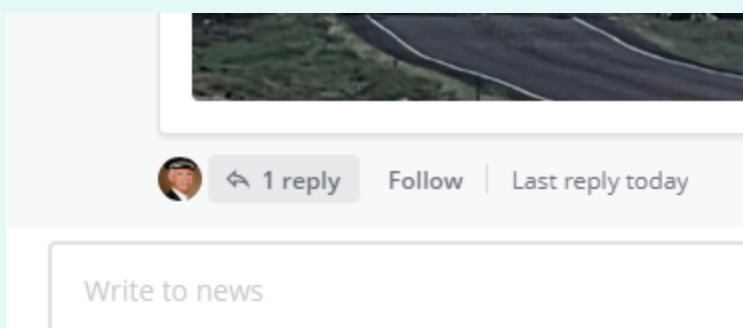


## Replies / Threads

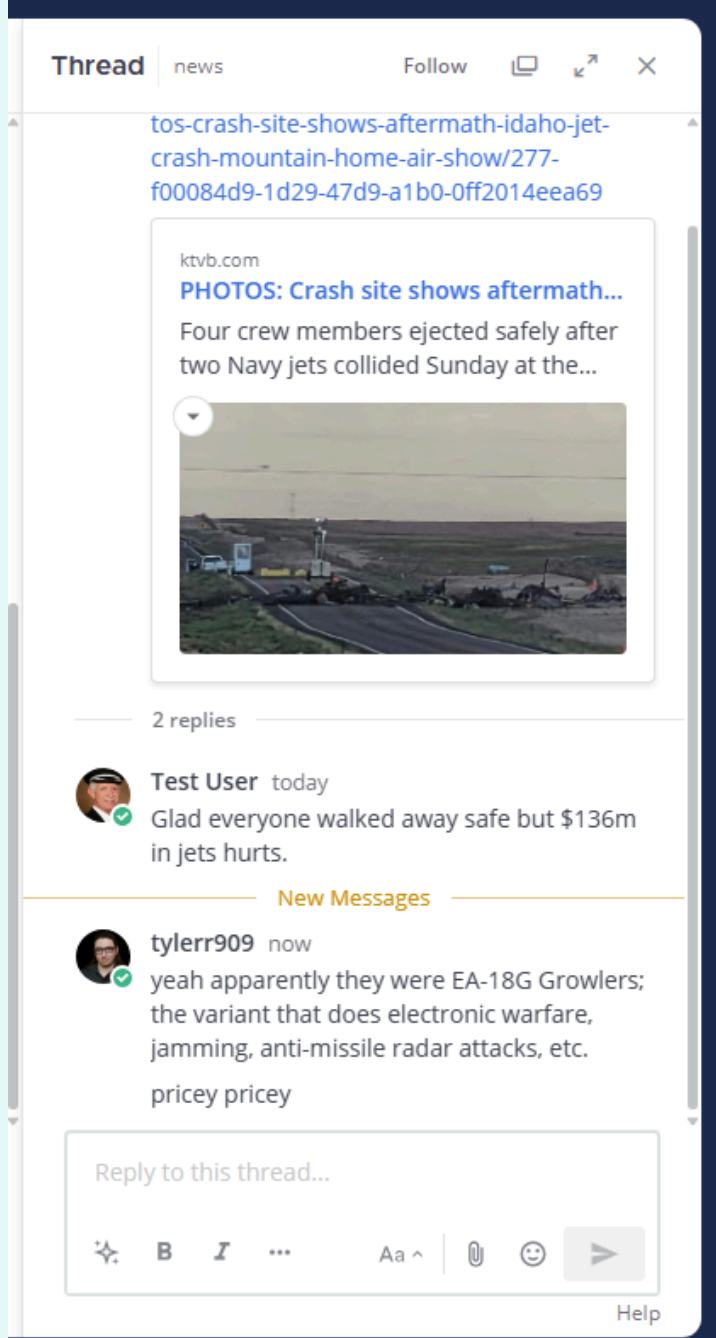
To keep messages organized, it's best to reply to individual responses within a thread. Click the reply button:



Or join an existing conversation by clicking here




Then reply directly

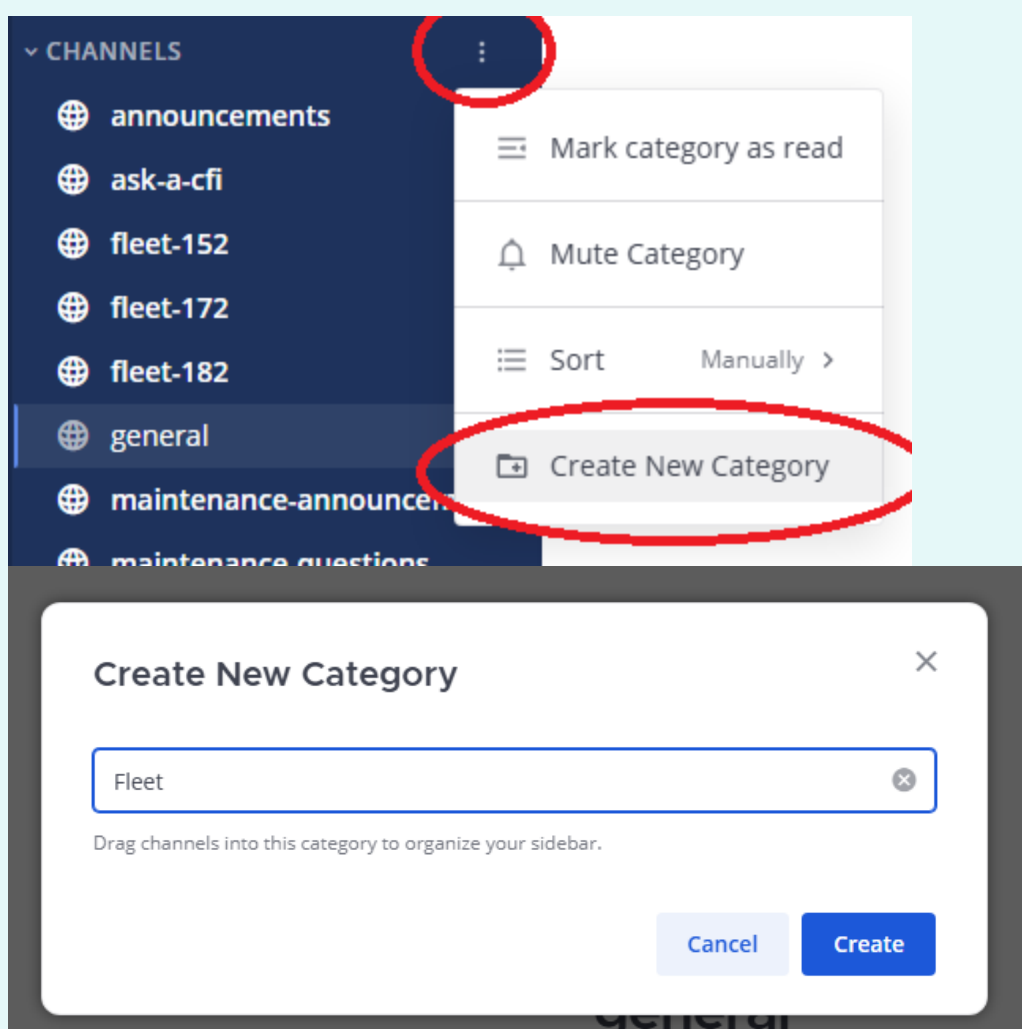


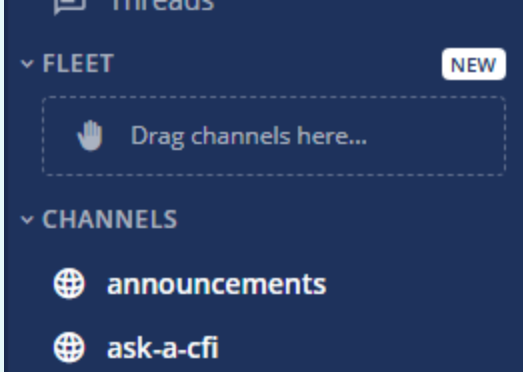
#### Note

Threads help keep conversations organized. Responding directly to an announcement with questions, clarifications, further planning, commentary, etc is encouraged but do so in a thread so people don't have to sift through dozens of replies to find prior posts

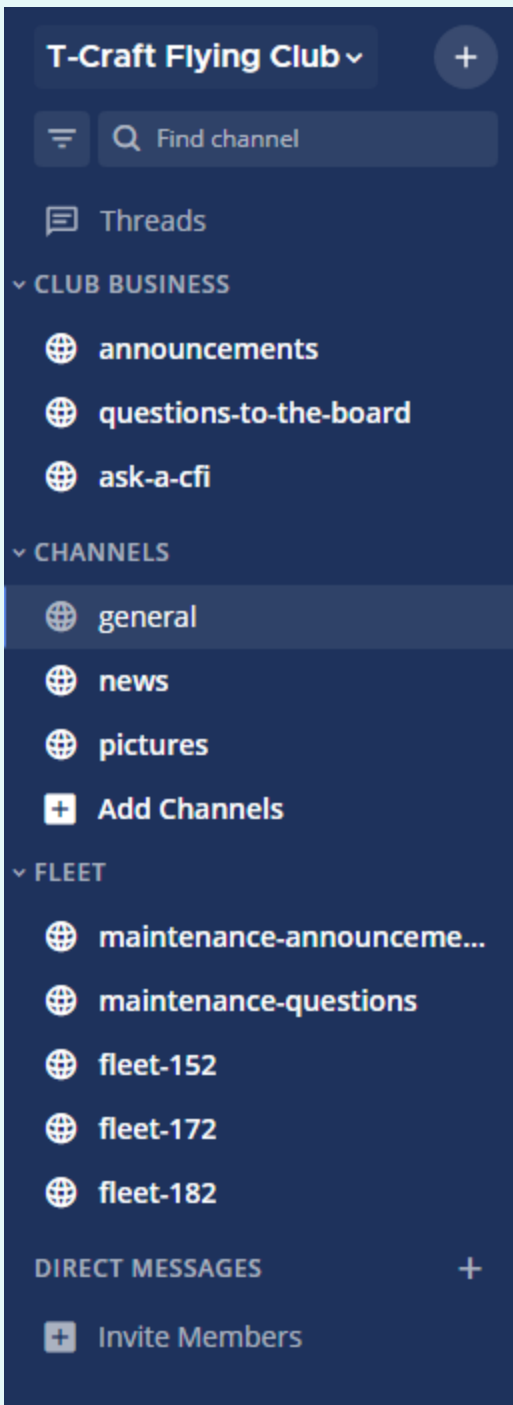
 **Threads usage will not be enforced but the Announcements channel WILL be kept clean.**

 **You may organize channels into groups (Categories) by hovering over "Channels" and then clicking the 3-dot menu. This organization is personal to you; individuals can organize channels in whatever manner works for them.**

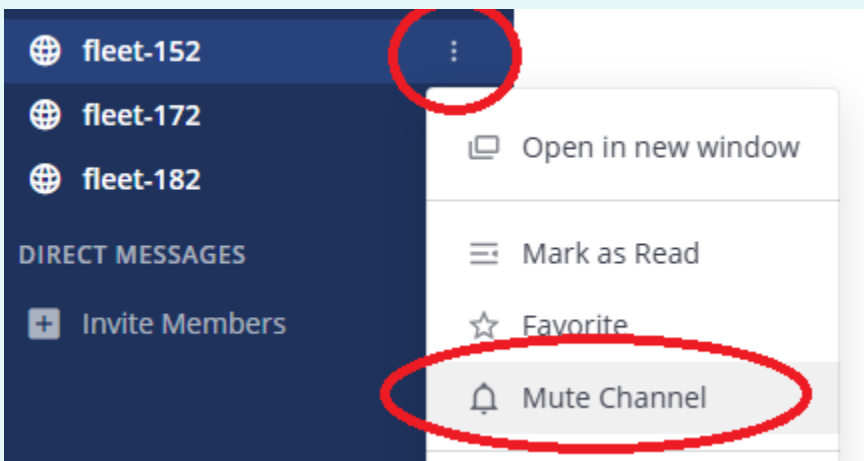




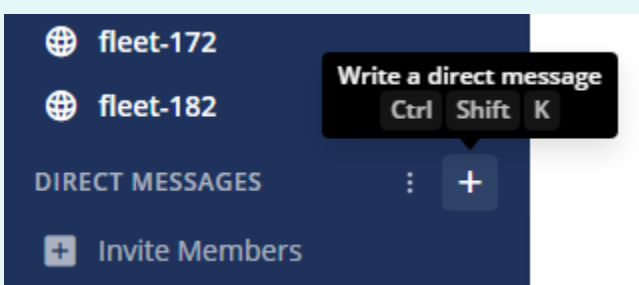
Then simply click and drag channels up



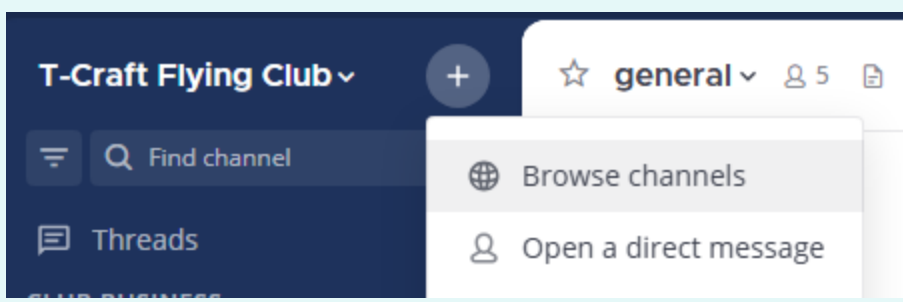
You can mute channels you don't want to hear from. For instance if you're a Level 1 member who doesn't want to hear 182 updates, or you never fly N67375, you can Mute or Leave those channels:



You can message people directly by clicking the + near "Direct Messages" and selecting their name from the list

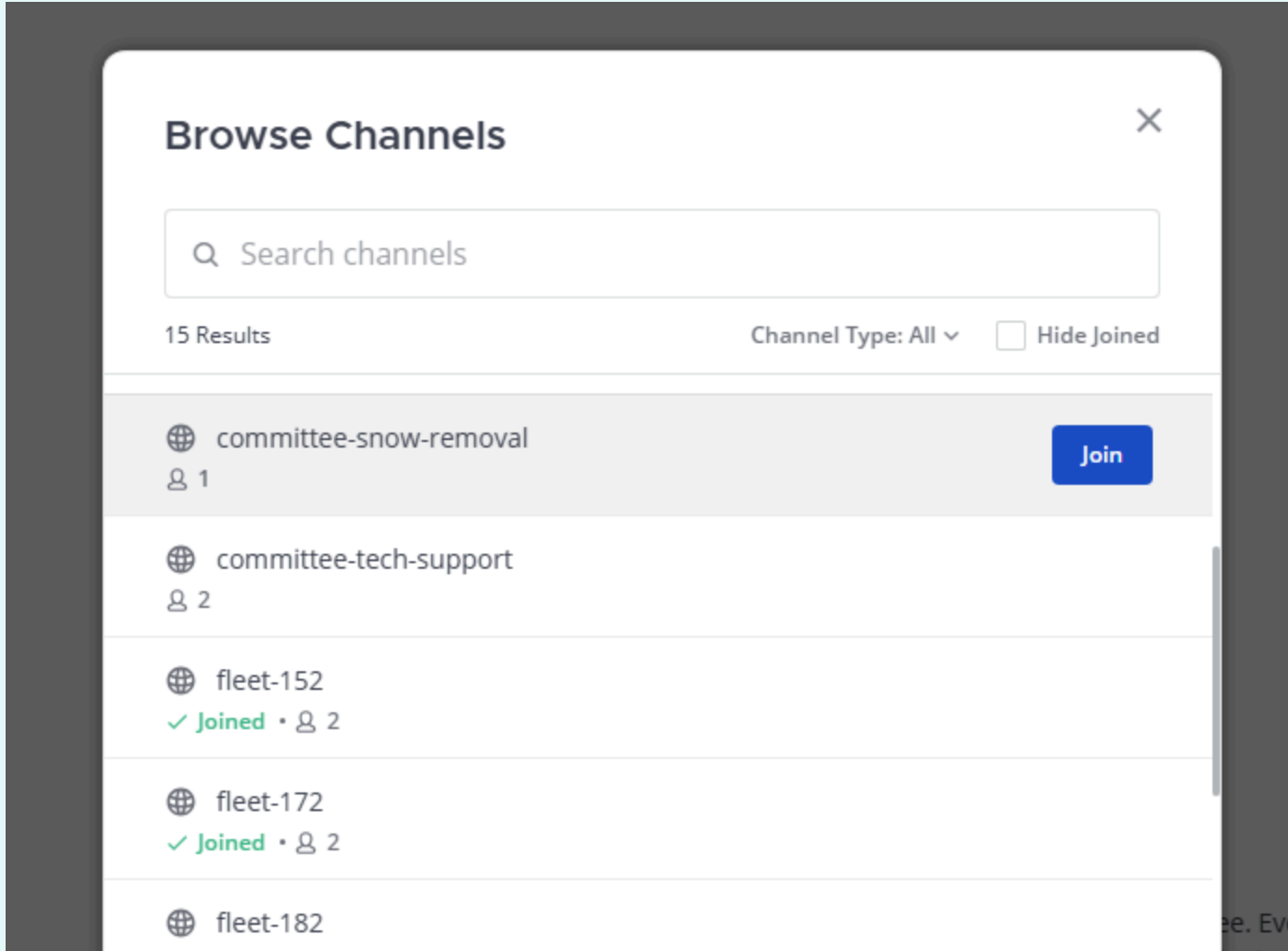


Not all channels are joined by default, such as Open Committee channels. Browse for more Channels by clicking here:



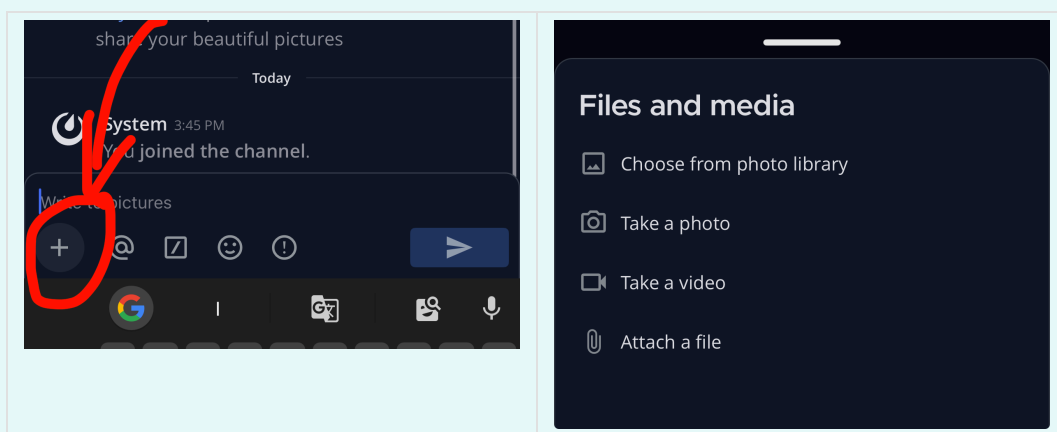
**Note:** The board has not signed off on "open committees" yet. For now, these open committees are proof-of-concept only. However, several committees exist purely to answer "Who belongs on the Text Group/Email Chain" and could take any number of volunteers. Other committees (Safety Committee, Paint Scheme "Decisionmakers," etc) are Closed and cannot be joined at-will.

If you live near KMAN you can volunteer for the Snow Removal Committee:



**Tip:** Try putting committee channels into a "Committees" category

**Share images like you would in any other app**



**This works great for sharing to the pictures channel, or for posting potential squawks to the fleet/maintenance channels, and more.**

**During this trial period, maintenance channels are not "officially" monitored. Please continue to send important or timely messages to the Director of Maintenance as required.**

## Final Checklist

### Account Creation

- Full Name added
- Recognizable Profile Photo added
- (Optional) Settings configured (Theme, Clock settings, Notification Settings, etc)

## Features Explored

- Default channels explored (Announcements, fleet channels, general, news, pictures, etc)
- Channel Explorer (know how to join things like `committee-snow-removal` )
- Direct Messages
- Replies / Threads
- (Optional) Channels Grouped & Organized
- (Optional) Irrelevant channels muted

## Phone Setup

- App Installed
- Logged In ( `chat.t-craft.org` )
- Mobile Notifications Configured as-desired
- Share Images (share any photo of your flying to the pictures channel)

## Acknowledgments & Code of Conduct

- This is a proof-of-concept
  - I'll suggest changes I feel would be beneficial to the club
  - Nothing is "final"
- I will keep communications civil
- I will **NOT** speculate on ongoing incidents
- The board has given their blessing to try this out, however:
  - The board has **not** moved any official business to this experience
  - Announcements will continue to come through Email
  - Texting remains the Board's preferred method of communication
  - I will text/email Pete directly with maintenance questions/squawks
  - I will text/email Reggie directly with billing questions/concerns
- I can direct Questions, Ideas, and Feedback to Tyler or Scott via Direct-Message (preferred) or Email
  - Tyler Rudy: [tyler.r909@gmail.com](mailto:tyler.r909@gmail.com)
  - Scott Henscheid: [ironpilot@ironpilot.net](mailto:ironpilot@ironpilot.net)