1. Not really, but maybe I just can’t tell
2. I dunno, but maybe better chat
3. People need to be competent. We were not competent
4. A) Lack of understanding of the UI, and the limited ability to communicate. People didn’t realize they advanced or didn’t advance, and only a few people could really talk at a time.

B) I would choose people who knew how to use the UI, so we wouldn’t have to wait so long. I found the long periods of waiting boring.