

**Summarized Customer Notes**  
**Nabooian Customer Check-in - February 10, 2021**  
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**Answers to our questions:**

- 1. Are you wanting to replace eventbrite with a plug-in on your own site for event payments?**

If there is an option that will sufficiently replace the functionality of eventbrite, it would be preferred to switch to registration and payment through the site. Eventbrite introduces some duplication and the limitations of the site and current platform hinder the ability to display event information in a good way.

- 2. Do you want to require registering/logging into an account for event sign up? Do they have to be IABC members to sign up?**

You do not need to be an IABC member to sign up for events. However, there is different pricing depending on if the attendee is a member or not a member, so logging in might help with determining that but it can be checked manually. Although memberships are managed internationally rather than by the Regina chapter so we do not have a way to connect to the international membership accounts.

- 3. Do you want comments to be approved before they are posted on blog posts? Or just allow for monitoring and deleting?**

Comments should be approved before they are posted on blog posts to ensure that spam or inappropriate comments are not posted even though that does mean more work for administrators. That being said, when a request is made a notification should be sent to administrators so they are aware a request has been made since they will not be monitoring the website 24/7.

- 4. Trilby inquired about our idea for social media integration**

She liked our idea to integrate the social media accounts onto the website and allow users to be redirected to the social media page by clicking on the integrated account. She also brought up the idea of allowing members to share information from their website or posts to user's own social media accounts if that is possible

## General Feedback:

- Improving the navigation throughout the website is very important so users can find what they are looking for much easier
- Reducing duplicate information is very important. Duplicate information should be replaced with clear links redirecting users to the international website for things such as memberships, accreditation, and certification.
- Career page improvements are very important
  - Reducing or removing any need for manual entry after receiving a job post request is crucial. An automated form and posting feature sounds like a good idea
  - Integrated payment for job postings is an important feature to be included
  - Once a request has been filled out and paid for, it needs to be approved by an administrator. A notification should be sent to administrators after receiving a request.
  - Job postings should have a link to the hiring company's website for interested users to use to apply as applying for the jobs is not done on the IABC website. IABC just displays the jobs to bring awareness to members.
- Key for them is to have an easy way to collect payment - something that would work seamlessly with their website
- Promotion of their events is important as it is another revenue stream and they provide many benefits and opportunities (such as personal development, learning, and connecting) for members
- Scheduling of automatic removal for events and job postings after the event date or application date is something they had not considered, but would be a good idea
- Blog is not the most crucial feature, but is strongly desired
  - Blog posts and comments should require approval before being posted. A notification should be sent to administrators after receiving a request.
  - Keep the blog limited as to who can post and open up the comments with moderation and approval
  - Would be a good idea to have users create an account for blog posts and comments to avoid spam
- If an accounts database currently exists, the board members were not aware of where it is being used and figured that it could be reset or overwritten
- Including a dark mode or dark colored theme may be a good idea (as proposed by the bespins)
- Since memberships are handled through the international website there is no way for us to connect to those accounts