**GeoPost**

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Our first customer meeting was with Jackson. We began by introducing ourselves and then had a chance to clarify some aspects of the assignment. Jackson asked us questions about how we were planning to break up the project and our plans for frameworks and version control. At the time of the meeting this was still unclear, but it gave us a starting point for our next group meeting. We then discussed potential risks for the project. Jackson raised a concern about privacy, hoping users would have the ability to post anonymously and mentioned that to be safe we should implement a minimum user age, since it would be possible to post explicit content. It was recommended that we implement code review practices and ensure that there is documentation for setting up consistent development environments. Jackson also told us to take a look at the APIs we planned to use now to make sure it will be possible to use them as planned and gave us some potential alternatives. Finally, we planned to meet every two weeks and more if necessary.

When meeting with our products customers, Team Cronos, a number of informative questions and issues were raised. The most valuable result we got from our classmate customers was help defining which stretch features are most valuable and which UI features are most critical. The team agreed that being able to query and filter post pins on the basis of friends, while not critical for basic functionality, would be an extremely valuable stretch feature. If the posting community were to grow large enough, density of posts could get large enough that this would be essential. The second feature they most wanted was the ability to post privately so in a way that only other facebook friends could view their post. They thought that this opened the app to a greater range of use with the ability to post messages to your friends that are not public. The customers also raised a number of issues that we will have to deal with in our UI. These included displaying multiple pins in close proximity, how exactly the user is notified of unlockable messages, and how the app directs users to pin locations when selected.

We also met with Team Aphrodite to act as their customers. Their application for online managed queues seems very interesting and I think we provided good feedback. As customers, our main concern was with privacy and abuse of the application. We expressed concern about how users will be represented in the queues and how they will be seen by others. We advocated for customizable privacy settings, either on the queue manager’s end or on the users end. The manager should choose what information is visible to themselves and to other queue participants and participants should be aware of this when joining a queue. We saw abuse of queues as a potential problem as well. We say that the app needs to include some way for users to prove they are indeed the person who is in the queue such as a secret password. We also saw that there needs to be protection against users adding themselves multiple times or adding themselves and no-showing multiple times. Without people, physically present as in a traditional queue, problems like these would probably arise and should be thought about to make sure queues are effective.