Mercer Street Friends User Testing Notes

* Hard remembering what form of contact he received
* Had to log in with your ticket number- if you forget it oh well
* Like the idea of tickets being numbered
* Open ticket has not done anything with yet
  + Move status up
* Status update- instead of editing, also push notification
* For location we could add a drop-down since Dave only works out of a couple of buildings
* Status-show updated versions
* Limited choices for buildings (also on the website)
  + 151 mercer st
  + 1201 west state
  + 222 north hermitage
  + 824 sylvia st
  + 7 dunnmore ave
  + 400 montgumery (rivera)
  + Other (as an extra)
* Issue title instead of name
* Text a little bit bigger
* Twitch form 24 hr time
* Eastern Standard Time
* Update Status
* We could set it up by priority
* So then each thing will be decided by Dave and we might have him color code it. For example, if something is dire Dave could make it red on his side of the interface.
* Incentivise people- if they input online themselves they are moved up the list?? Possibly
* When the person requesting a ticket gets updated is it an email or will it take them to the website
* Yellow for anything that's new when we go back and edit the different stages