

## Usability Test Protocol – Calendar View & Event Management Feature

- Mohith Tummala

Moderator: *Mohith Tummala*

Test Participant: *Arpita Mishra*

Observer: *Neubin Sebastian*

Test Conducted on 13-03-2025

Testing Method: Moderated Usability Testing (Participant performed tasks while being observed)

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### 1. Purpose of the Test

The purpose of this usability test is to evaluate the usability of the **Calendar View and Event Management Feature** in our event scheduling application. Specifically, we aimed to identify **pain points** that users faced while creating events and managing them effectively.

We focused on **three major usability issues** found in the initial version of our app and tested the improvements implemented based on user feedback.

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### 2. Test Setup & Execution

- The test was conducted **moderated**, where the test participant (Arpita Mishra) interacted with the application while I, the **Moderator (Mohith)**, guided her through tasks.
- **Observer (Neubin Sebastian)** documented her **confusions, struggles, and areas where she required assistance**.
- **Tasks Given to the Participant:**
  1. Register and log in to the application.
  2. Try to create an event from all available **calendar views (Month, Week, and Day)**.
  3. Find where the created events are stored and check if they are easily accessible.

### 3. Observations & Identified Usability Issues (Before Fixes)

#### Issue 1: User was able to create events for past dates (Critical Usability Issue)

##### Problem:

- Initially, our calendar **allowed users to create events in past dates**, which caused confusion.
- The test participant (Arpita) **accidentally created an event on a past date**, making her wonder why she was allowed to do so.
- In real-world scenarios, scheduling an event for a past date **shouldn't be allowed**, as it can lead to conflicts in meeting scheduling.

##### Fix Implemented:

- Greyed out past dates:** Disabled selection of past dates so that users **cannot create events for already passed days**.
- If the user clicks on a past date, **nothing happens** because these cells are **inactive (dead cells)**.

##### How This Fix Improved Usability:

- Eliminated confusion as users can now only **schedule events in the future**.
  - Prevented **accidental scheduling** of past events, improving overall system integrity.
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#### Issue 2: Unlike week and day views, Month View didn't Allow Time Selection for events

##### Problem:

- The test participant **tried to create an event from the Month View** but **couldn't select a time**.
- Since the **Month View does not render time slots**, events created here **had no time assigned**, leading to scheduling errors.
- The participant **expected to choose a time**, but the UI **didn't provide this option**, causing confusion.

##### Fix Implemented:

- Blocked event creation in Month View:** Users can now only create events from Week and Day Views, where time slots are available.

##### How This Fix Improved Usability:

- Eliminated uncertainty in scheduling events.

- Users now **create events only where time selection is possible**, ensuring proper scheduling.

### Issue 3: No Dedicated Page to View Created Events

#### Problem:

- The test participant **wanted to check all the events she created** but had **difficulty finding them in the calendar**.
- She **had to manually switch between weeks and months**, making it **hard to track all scheduled events**.
- There was **no easy way to see a list of her events**.

#### Fix Implemented:

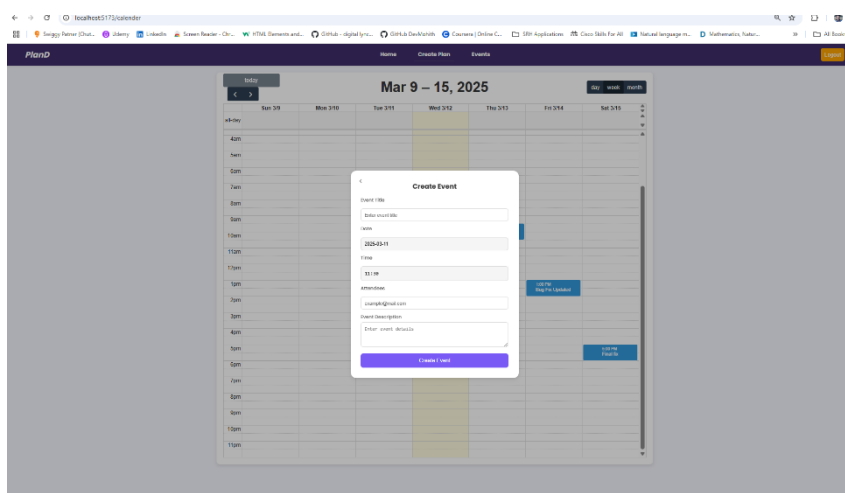
- Added **MyEvents Page**: This page **lists all the events created by the user**, sorted by date.
- Events are now **retrieved from the database** and displayed in a separate component.
- The user can now **easily view all their scheduled events** in one place instead of navigating through the calendar manually.

#### How This Fix Improved Usability:

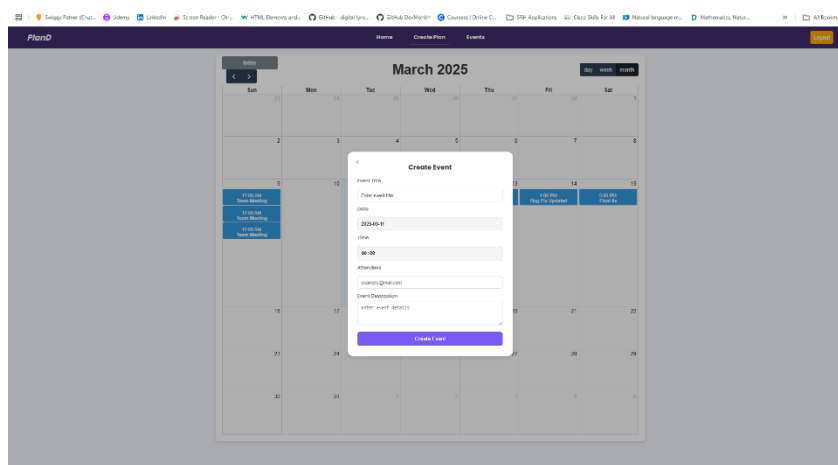
- **Made it easier to track events**, reducing cognitive load.
- **Improved accessibility**, as all created events are now listed in a structured format.
- The test participant **immediately found this useful**, as she no longer had to guess where her events were stored.

## 4. Initial UI (Before Fixes)

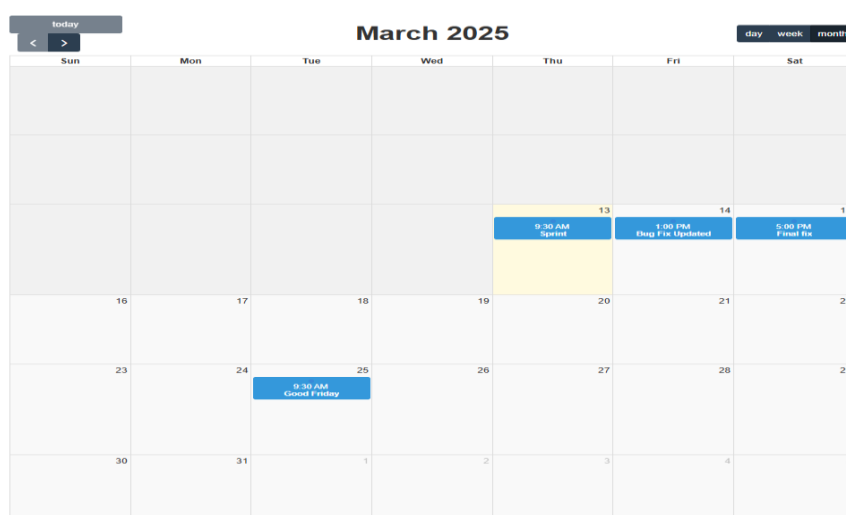
Allowed users to create events in past, leading to confusion



## No Time Selection Possible in month, Causing Sheduling Errors



Users had to manually search events in the Calendar without specific page



## 5. Improvements

- Past dates are now greyed out and disabled for selection
- Month View now blocks event creation, guiding users to correct views
- Dedicated MyEvents Page lists all user-created events

## 6. User verification after Improvements

- The participant no longer faced confusion regarding past event creation.

- She understood that events can only be created from Week and Day Views.
  - She found it much easier to locate created events using the MyEvents Page.
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## 7. Conclusion

This usability test helped **identify and fix major usability issues** that were causing confusion in event creation and tracking. After the improvements:

- **Users can no longer create events for past dates.**
- **Event creation is only possible in appropriate views (Week/Day)**, preventing time selection issues.
- **A dedicated MyEvents Page** provides a clear overview of all created events.

These improvements resulted in a **better user experience**, making the application **more intuitive and user-friendly**.