

# Calendr Usability Report

Date of Report:

Date of Test: 4/15/15

Location of Test: Boston, MA

Prepared for: David Sprague

Email: [d.sprague@neu.edu](mailto:d.sprague@neu.edu)

Prepared by: Taylor Vonk, Brittany Chiang, Logan Wells

Email: [vonk.t@husky.neu.edu](mailto:vonk.t@husky.neu.edu), [chiang.b@husky.neu.edu](mailto:chiang.b@husky.neu.edu), [wells.l@husky.neu.edu](mailto:wells.l@husky.neu.edu)

## Table of Contents

[Research Question](#)

[Executive Summary](#)

[Methodology](#)

[Introductory Questions & Tasks](#)

[Who we tested](#)

[What participants did](#)

[What data we collected](#)

[Problem Briefing](#)

[Results](#)

[Task 1 - add a calendar event](#)

[Task 2 - complete a task and add a new task](#)

[Task 3 - add an assignment](#)

[Exit Questions/User Impressions](#)

[Major findings and recommendations](#)

[Prototype Briefing](#)

[Introduction to Prototype](#)

[Startup Instructions](#)

[Prototype Briefing](#)

[Tasks](#)

[Participant Sheets](#)

## Research Question

What are the major usability problems for the first prototype of the Calendr application that can be addressed before moving on to the next phase of development?

## Executive Summary

The main goal of this study was to test the usability of the Calendr application prototype. Participants were asked to complete specific tasks, such as creating a calendar event, crossing off and adding a task, and adding an assignment for a specific course. 5 participants were tested in a quiet living room environment while we observed and took notes.

Overall, participants were able to use the application with a relative degree of ease, there were no catastrophic design flaws, and all issues that we encountered are reasonable and fixable. The most common problem was with task 3, adding an assignment; 4 out of 5 participants had trouble mostly because the wording for the task was confusing. Another major issue that occurred with participants was navigating to different pages because the page button icons were not recognizable enough. Most of the other issues that we encountered resulted from the code still having some bugs in it, which was just because it was the first prototype – all of these things can be fixed in future prototypes. As for appearance, most participants liked the way the application looked and functioned, although one participant suggested using more color.

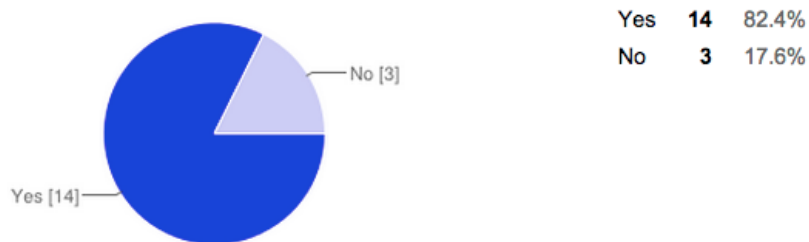
Link to Calendr prototype: <http://www.ccs.neu.edu/home/wells/is4300/calendr/calendar.html>

## Methodology

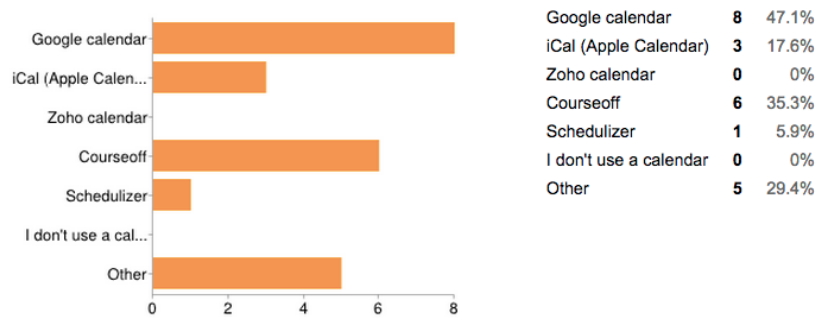
### Introductory Questions & Tasks

When we first began the process of designing the Calendr application, we sent out a questionnaire to 17 people, from a pool of friends and classmates, in order to get a better understanding of the user population. The following shows the results of the questionnaire.

1. Do you currently use one (1) or more calendar or class scheduling services?



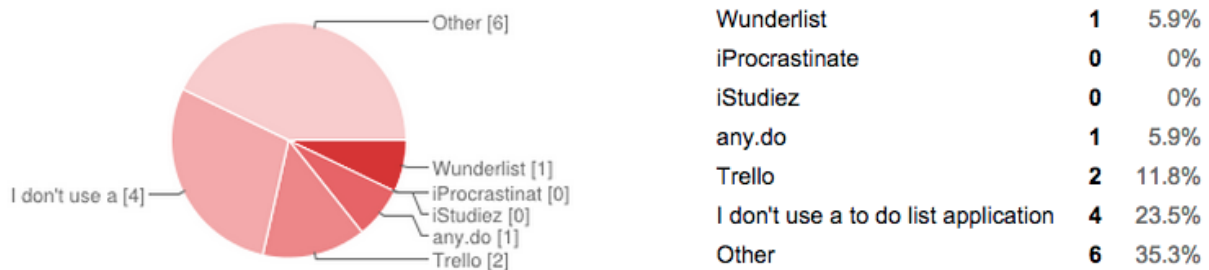
## 2. What calendar or class scheduling service(s) do you use?



## 3. What do you like/dislike about it?

likes: clarity, ease of use, "pleasant interface", color coordination, layout, syncing across devices  
 dislikes: lack of details, some functions are great but others are not so great, lack of integration between different apps

## 4. What is your favorite to do list application? (If any)



## 5. What do you like/dislike about it?

likes: simplicity, freeform, checkbox vs. paragraph style tasks, due dates  
 dislikes: can't move items around

## 6. What method do you primarily use to organize your assignments/tests?

planner/notebook, school scheduling site, iCal, Wunderlust, Google Calendar

## 7. What do you like/dislike about it?

likes: calendar integration, physically writing things down, sharing, convenience, reminders, online  
 dislikes: no major dislikes

## 8. Do you have any solutions for the best way to organize your class schedule, your assignments/tests, and your tasks?

- Having reminders days in advance of a test instead of the day before
- Courseoff for all course and class organization. Other than that I don't have my life together so you shouldn't ask me.
- I prefer using something that requires little effort on my part. I know there are a lot of apps for organizing class stuff but I don't need anything too fancy.
- an app to combine them all

- It'd be nice if I had the ability to import my class schedule into Google Calendar automatically, with automatic repeat enabled (that automatically stops when the semester ends), schedule omissions for holidays, and instructor/CRN/class data embedded in the event description. There aren't any applications out there right now that let me do this.
- Keep them separate. Have one section for homework/tests, one section for tasks, and one section for meetings.

## Who we tested

3 participants, having the following characteristics, evaluated Calendr.

Age	Gender
22	M
22	M
23	M
19	F
19	F

## What participants did

Participants agreed to meet with us at designated times (since all participants were at least acquaintances with at least one of us, we chose a shared location, i.e. dorm room or apartment). Before testing was done, participants listened to the problem briefing and then gave verbal consent. After verbal consent was obtained, one of us read the problem briefing to the participant and then read each task to the participant, only going on to the next task once the current task was completed. During the testing, those of us who were not proctoring the test recorded observations.

## What data we collected

The data collected from the participants included participant age and gender, date and time of testing, our observations of successes and problems, and any comments or feedback given by the participants. The forms used to record these observations can be found at the end of the report on page 8.

## Problem Briefing

Before testing, we read a problem briefing to the participants that included information about the overall purpose of the study, an overview of the Calendr application, and a list of the tasks the participants were going to be asked to do. The problem briefing can be found at the end of this report on page 6.

## Results

### Task 1 - add a calendar event

Add an event, titled “Event” to your calendar that takes place this month, April, on the 13th from 2 to 3 pm (leave the location blank for now)

Findings	Recommendations
2 participants tried to type “pm” into time text field	Include way to choose am vs. pm (i.e. check box)
1 participant had no issues with this task	N/A
4 participants used the plus button to add an event	Include a feature that highlights the day of the month when the user mouses over it so that they know that it can be clicked on

### Task 2 - complete a task and add a new task

You’ve just finished the grocery shopping task, so you can cross that off your list and add a new task with any name you would like.

Findings	Recommendations
2 participants had trouble finding the “add another task” button/link – 1 participant tried to use the plus button in the button bar on the left, 1 just got stuck	Include adding a task to the main plus button in the button bar or make more obvious button for adding task
Hitting “enter” key when adding a new task either adds task to “completed tasks” section or makes it disappear and brings back grocery task (only clicking “add” button works)	Fix coding
2 participants had no issues with this task	N/A

### Task 3 - add an assignment

Add a new assignment called “Assignment”, due on April 23rd, for the course “Human-Computer Interaction”.

Findings	Recommendations
4 participants became confused when trying to choose course that wasn't already there – either didn't realize that HCI course wasn't already there or tried to go back and create the course separately	Make task instructions clearer; say something like “in order to add this assignment for Human Computer Interaction, you will also need to create a new course”
1 participant had no issues with this task	N/A

## Exit Questions/User Impressions

### *User impressions by participant*

Participant No.	Like best?	Like least?	Overall suggestions
1	Overall look & style/graphics	Task 3 wording and finding assignment plus button was not intuitive	Fix enter vs. “add” button for tasks
2	Easy to use	Task 2	“Keep up good work”
3	Idea of interface	Tool tips take too long	Add more color and change name to “Calen Dr.”
4			
5			

## Major findings and recommendations

Major issue	Solution
3 participants had problems finding the different pages; had trouble recognizing buttons that represent each page	Make tooltips appear faster or put names under buttons
The functionality for certain tasks was still somewhat buggy which confused participants	TBD in future prototypes

Task 3 – there were a few bugs in the code and the instructions in the prototype briefing were not as clear as we thought	Fix code and reword the briefing for future prototype testing
---	---

# **Prototype Briefing**

## **Introduction to Prototype**

If you are here, it means that you are going to be testing our prototype for our student and event planner, Calendr. Before you access the prototype, you should know that not all functionality has been implemented. There is no persistent data. There may be inconsistencies among components on different pages. The purpose of this prototype is to test the basic usability of the site before we move on to a completely finished product. Your feedback is invaluable for this process, so don't hesitate to say anything regarding a certain feature or bit of functionality.

## **Startup Instructions**

Our computer prototype for Calendr is hosted on the web, so you can run it in your browser. It has been tested to work in Google Chrome and Firefox so we will be using either one of those for now.

## **Prototype Briefing**

We are in the process of designing a brand-new calendar and scheduling web application, with an additional focus on school courses and assignments. You can interact with it much like you would interact with calendar programs you may have used in the past.

We are conducting a study to see how people interact with this new web application, which is currently called Calendr. This is for a course we are taking at Northeastern called Human-Computer Interaction with Professor Sprague in the College of Computer and Information Science. Your participation is voluntary and you can stop at any time and ask that your data not be used. The total study should take about 10 to 15 minutes. Do you understand and agree to participate in this study?

The purpose of today's session is for you to help us figure out how to make Calendr's interface more user-friendly and intuitive before we finish developing. We will present you with three different tasks to complete, and your goal is to try to complete them using



the interface, while speaking aloud any questions, comments, or concerns (if something is confusing or doesn't make sense, tell us!) While you do this, the other members of the team will be watching and quietly taking notes.

The prototype is still being developed, so there are some rough edges. You may find that components are missing or incomplete. We want to get some feedback about how well the design works before we start working on a finished product.

Please tell us what makes sense to you, what's confusing, and any questions that come to your mind. Your questions are especially valuable, but I might not answer them right away, as our goal is to change the interface so it answers them.

Remember that we're testing the interface- we're not testing you. Are you ready to begin?

Here is the link to the website:

<http://www.ccs.neu.edu/home/wells/is4300/calendr/calendar.html>

## Tasks

Here are the tasks we would like you to complete:

1. Add an event, titled "Event" to your calendar that takes place this month, April, on the 13th from 2 to 3 pm (leave the location blank for now)
2. You've just finished the grocery shopping task, so you can cross that off your list and add a new task with any name you would like.

*\*Note that for this you will need to go to the Tasks page on Calendr to see actual functionality.*

3. Add a new assignment called "Assignment", due on April 23rd, for the course "Human-Computer Interaction".

*\*Note that for this you will need to go to the Assignments page on Calendr to see actual functionality.*

## Participant Sheets

#: 1

Date/Time: 4/15 8:45 pm

Participant: DB

Gender: M

Age: 22

### Task 1

Observations: no hesitations: completed task w/ no problems

Problems:

Comments/Suggestions:

### Task 2

Observations: got to task page with no problems (went straight to task button)

Problems: after typing name, hit "enter" key which messed up tasks/completed sections; only clicking "add" does it properly

Comments/Suggestions:

### Task 3

Observations: went straight to course/assignment page w/ no hesitation  
used "plus" button method w/ no issues

Problems: tried to click course name under a specific assignment in the list, then figured out how to use plus button

Comments/Suggestions:

#: 2

Participant: AC

Gender: M

Age: 22

Date/Time: 4/18 7:30 pm

### Task 1

Observations: plus button  
24/hr time

Problems:

pm 24 hr

Comments/Suggestions:

### Task 2

Observations: had to search for page  
had to search for "add something"

Problems: added new task to completed tasks section

Comments/Suggestions:

### Task 3

Observations: used assign. add button  
need instructions for adding course clever

Problems: "adding course was a little confusing"

Comments/Suggestions:

# 3

Date/Time: 4/18 8pm

Participant: BS

Gender: M

Age: 23

"should call it Calen Dr."

### Task 1

Observations: plus button

Problems:

no am/pm

Comments/Suggestions:

### Task 2

Observations: had to search for task page

Problems: tool tip should be faster (for all buttons)

tried to add course

couldn't find "add another task"

tried to use big plus button  
to add task

Comments/Suggestions:

adding tasks should be under plus button

hitting enter doesn't work

### Task 3

Observations: used assign. plus button

Problems: didn't add course but assignment still showed up

Comments/Suggestions:

should be able to just click on < calendar day to add assignment

#: 4

Date/Time: 4/18 @ 2pm

Participant: Claire Illich

Gender: Female

Age: 19

### Task 1

#### Observations:

Took a little bit to get to calendar view

#### Problems:

No problems, color doesn't work?

#### Comments/Suggestions:

Likes how it shows it in frozen section

Calendar was confusing, knew that the big plus button was to add an event only b/c she did the paper prototype

### Task 2

#### Observations:

Did everything smoothly

#### Problems:

None

#### Comments/Suggestions:

### Task 3

#### Observations:

Completed without any hesitation

#### Problems:

None

#### Comments/Suggestions:

#: 5

Participant: Kelsey Johnson

Gender: Female

Age: 19

### Task 1

Observations:

Clicked on day rather than plus button

Problems:

None

Comments/Suggestions:

If you click on day you shouldn't have to enter the date, just the time

### Task 2

Observations:

Did everything smoothly

Problems:

None

Comments/Suggestions:

### Task 3

Observations:

Didn't realize that HCI wasn't there at first, went back to create course

Problems:

Comments/Suggestions:

