This research examines the effectiveness of the TutorTrac web-based application by conducting a usability and user experience case study. TutorTrac is a management application designed to provide “on-demand access to essential tools, such as appointment scheduling, logging visits, and activity reports” (TracSystems, 2019). In this case, I focus on evaluating the scheduling function, because it is the primary task TutorTrac performs at the Ball State Learning Center. After gathering heuristic data from surveys and an eye tracking study, I analyze the ease of use, efficiency of task performance, and employee satisfaction when using TutorTrac. The objective of this document is to answer the following questions: 1) What are the usability problems in TutorTrac?, 2) what emotional impact does TutorTrac have on potential users?