

Design and Development of Applications for Mobile Devices

**User-Acceptance Testing
Semester 1, 2020**

Types of user testing

- Acceptance testing
 - The user's opinion
 - Ask questions
- Usability testing
 - The user's performance
 - Observe behaviour

Usability testing protocol

- Task based
- Examples
 - Schedule an appointment with John every Friday at 5.00pm for the rest of the semester
 - Send a meeting request to John and Jane for 31st March at 10.00am
 - Delete your appointment with John for Tuesday 14th April
- In a complete test scenario, the set is chosen to provide 100% coverage of the functionality and navigation paths

Usability testing protocol

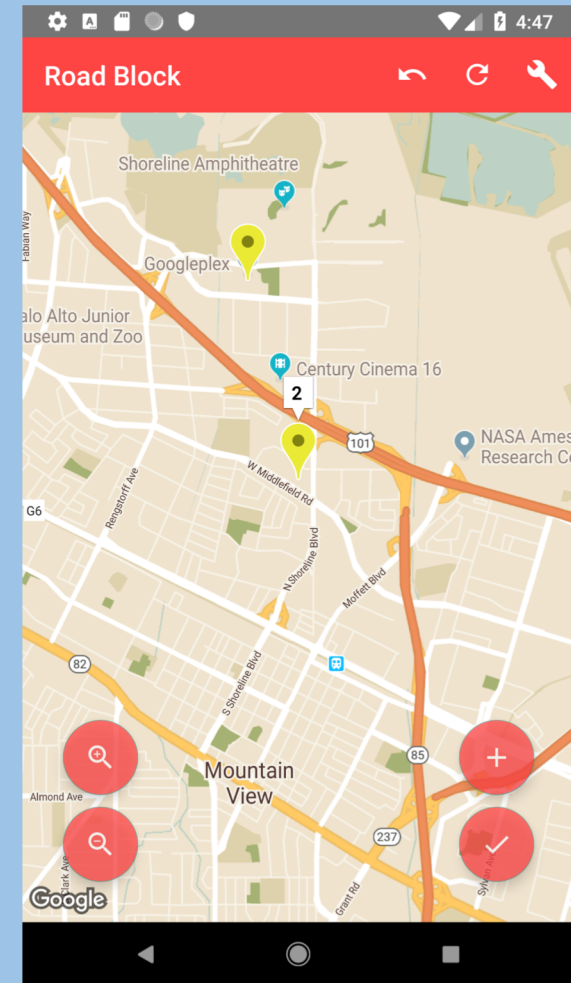
- **As an experimenter, you should:**
 - Write down any errors, hesitations, difficulties or missteps
 - Record timings
- **As an experimenter, you should not:**
 - Speak
 - Point or
 - Interfere

Usability testing protocol

- **As a user, you should:**
 - Think aloud

Acceptance testing

- Acceptance testing
 - Place a marker and add it
 - Place another marker and add it
 - Create a traffic report
 - Undo the marker and place another marker
 - Revert the marker



Usability testing

- Usability testing
 - User 1
 - Completion time – 4 minutes
 - Age – 20
 - Phone – Samsung Galaxy S6 Edge
 - Technical ability - strong

Results and modifications

- User 1 successfully followed and completed each step
 - Issue 1 – When the user placed markers, it wouldn't return any information
 - Solution 1 – Prompt the saying “No traffic incidents were found.”

Outcome

- Ask user 1 to test the app again

