

WELA ONLINE CORPORATION: QUALITY ASSURANCE



A Narrative Report Presented to

Julie Anne Tadle

Lady Ben Roselle Nalzar

Institute of Computing

Davao del Norte State College

In Partial Fulfillment of the Requirements for the course

IS421 – Practicum for IS

Juna Mae V. Devilleres

Stacey Nicole Marie G. Monta

Ed Lloyd L. Mora

June 2024

ACKNOWLEDGEMENT

We begin by expressing our deepest and most profound gratitude to Almighty God. His unwavering guidance, blessings, and support have been our steadfast companions throughout the entire duration of our On-the-Job Training (OJT). It is through His grace and mercy that we have been able to navigate the myriad challenges that came our way and successfully complete our practicum on time. We are continually humbled by His constant presence in our lives, and we are profoundly grateful for the numerous opportunities He has provided us, allowing us to grow both personally and professionally.

In addition, we extend our heartfelt appreciation to the WELA Family, especially the QA department, for their warm welcome, unwavering support, and encouragement throughout our practicum. Their openness and assistance have greatly contributed to our positive experience and learning.

Furthermore, we sincerely thank Mr. John Vincent Fiel, CEO of WELA Online Corporation, for accepting us and believing in our potential. His support has been vital to our professional development. We are also grateful to Ma'am Charlyn Jean Llamis, Farrah Mae Yacapin, and Ma'am Juliefer Mansueto, our QA supervisors, for their exceptional mentorship. Their guidance has significantly shaped our skills and understanding of the field. They helped us navigate obstacles and provided essential knowledge and tools. Their support has left a lasting impression on our professional lives, and we will carry the lessons and skills acquired with us as we advance in our careers.

We also acknowledge the vital role of Davao Del Norte State College's Institute of Computing and its staff. We are grateful to our instructors for their dedication to teaching. Special thanks to our dean, Professor Mark Van Baladaco, and our OJT coordinators, Lady Ben Roselle Nalzar and Julie Anne Tadler, for their guidance and support.

Lastly, we appreciate the steadfast support of our friends and family. Their understanding and encouragement have been our pillars of strength, helping us stay motivated and focused. We look forward to applying the skills and knowledge gained from this experience in our future endeavors.

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CHAPTER I

Introduction

The On-the-Job Training (OJT) for Bachelor of Science in Information Systems (BSIS) students is a crucial part of their academic program. This training enables BSIS students to apply classroom knowledge to real-world IT issues. The OJT experience encompasses various aspects of information systems, such as software development, database management, network administration, cybersecurity, and IT project management.

Students learn practical skills, problem-solving talents, and industry-specific information as they work with seasoned experts and mentors. BSIS OJT assignments are diversified, with opportunities available in corporate IT departments, government organizations, software development companies, consultancy firms, and IT service providers. Through OJT, students not only enhance their technical skills but also improve soft skills like communication, teamwork, time management, and adaptability. This program effectively connects academic learning and practical experience, allowing students to transition seamlessly from school to the workplace.

Working in real-world IT environments, BSIS students gain new insights, expand their professional networks, and prepare for successful careers in information systems. Recognizing the value of OJT, students are encouraged to take advantage of this opportunity, since having a solid OJT experience on their resume can significantly improve their job prospects. Demonstrating abilities, devotion, and adaptability during OJT can significantly increase their chances of landing attractive positions after graduation.

Company Background

In this era of digitalization, fast-paced world unified efforts to a marginal increase in productivity of every individual leads to saving time & money in the long run & giving a boost to the economy. We are trying to empower every school, help them administrate easily, foster collaboration & communication between staff, students & parents, also help them excel at their roles & responsibilities.

Wela or Wela Online Corp. is an Education Technology company that focuses on helping the education section through innovation. In the Philippines, every teacher handles an average class size of 30 students per class. They find it hard to monitor each and every student if they are burdened with paperwork. This problem will affect the parents at the same time, parents not being updated on their child's whereabouts when they leave their home to go to school. Using the Wela platform which automates the processes in the school and updates parents in real-time using IoT/RFID for attendance and mobile application where parents can view the progress of their child in school. Wela has now 200+ schools here and abroad. Over the years Wela has been continuously adding more features to its platform, from online enrollment, billing to learning management systems.

Organizational Structure

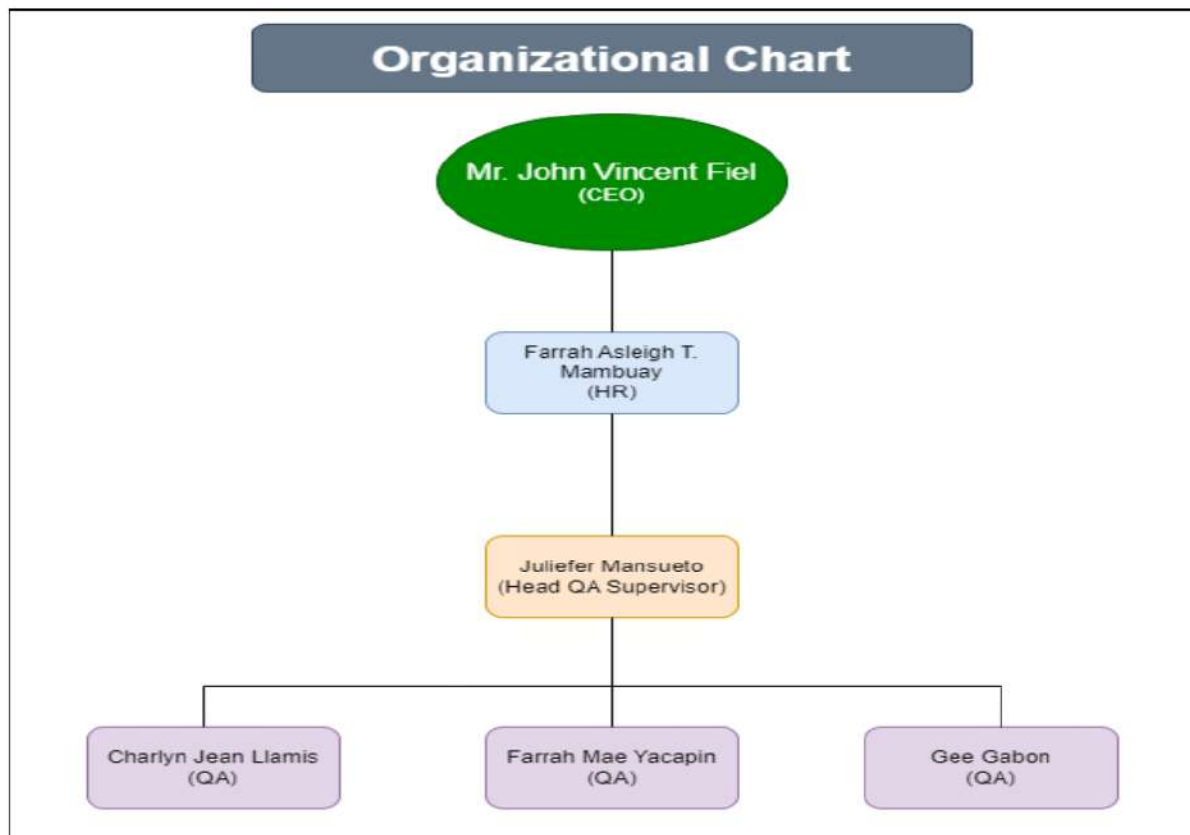


Figure 1. WELA Online Corporation Organizational Structure for Quality Assurance Department

Figure 1 shows the organizational structure of WELA's Quality Assurance Department. This ensures an apparent hierarchy and division of tasks, allowing for efficient leadership and operations across departments. The CEO oversees the overall strategy, while HR manages his/her respective domain/s with the help of the teams. This structure encourages collaboration and specialization, which are critical for attaining the company's goals.

Chapter II

Work Experience (Individual)

Ed Lloyd L. Mora

Making sure the WELA's enrollment systems operated properly was my primary responsibility as a QA intern at WELA Online Corporation. This required me to be extremely detail-oriented, communicate with my team, and collaborate to find solutions to any issues that arose. I gained a lot of knowledge regarding the operation of WELA's enrollment systems, which was beneficial to improving the product.

Determining the root cause of problems and devising solutions to improve the WELA's enrollment systems for all users was a significant portion of my work. We also had meetings where we could discuss any issues so that our supervisor can be able to help and guide us find solutions.

When looking back on the duration of my internship at WELA, I am extremely thankful of my coworkers' and supervisors' unconditional encouragement and guidance. My career development was greatly influenced by their mentoring, and I am incredibly grateful for the chance to have been a member of such a creative and dynamic group. My time at WELA has given me the opportunity to acquire skills, information, and insights that will surely help me in all my future endeavors. I can't wait to put these lessons into practice since I know they will help me overcome obstacles and take advantage of opportunities with skill and assurance. Yes, my experience at WELA will always have a particular place in my personal and professional path.

Juna Mae V. Devilleres

During my internship as a Quality Assurance (QA) at WELA corporation, my primary task was to carefully test software programs to find errors and possible problems. This required writing thorough test plans, carrying out test cases, and recording the outcomes for analysis. I became proficient in a variety of testing approaches, including functional testing and usability testing, thanks to this practical experience. Working closely with QA engineers and project managers, web developers, I discovered how crucial it is to communicate problems clearly and quickly to facilitate their resolution. In addition, I improved my analytical and attention to detail abilities, which are critical in spotting even the tiniest flaws that can affect software functioning or user experience.

I appreciate for all the advice and support I have had in this capacity. The knowledge and assistance of my supervisor and other mentors helped me understand every step of the process, from testing school site to navigating the complexities of QA procedures. Their patience in answering my questions, willingness to share their knowledge, and encouragement to explore and learn independently were instrumental in shaping my growth as a QA intern

Stacey Nicole Marie G. Monta

During my 486-hour internship as a Quality Analyst at Wela Online Corporation, I gained extensive experience in ensuring the accuracy, reliability, and functionality of various systems and processes. My responsibilities included maintaining and organizing documentation, which involved transferring, reviewing, and updating system manuals. This task not only improved the accessibility and centralization of critical information but also ensured that the documentation was current and accurate.

A significant portion of my role involved rigorous system testing and bug identification. I conducted thorough tests to verify complex system functionalities and resolve any discrepancies that arose. This included ensuring the integrity of financial data, testing new features, and enhancing user interface functionality. These tasks required a meticulous approach and strong analytical skills, allowing me to identify and resolve issues effectively, thereby improving overall system performance and reliability.

This internship significantly honed my attention to detail, problem-solving abilities, and technical proficiency in quality assurance practices. I developed a deeper understanding of maintaining data integrity, verifying accurate financial transactions, and ensuring seamless system operations. The diverse range of tasks and challenges I encountered prepared me to make meaningful contributions to the field of quality assurance, equipping me with the skills and knowledge necessary for future roles in this domain.

CHAPTER III

Summary and Conclusion

In conclusion, our hands-on work and projects exposed us to a diverse range of tools and processes, giving us the capacity to quickly adapt to new and unexpected situations. Throughout the process, we gained experience navigating and using complex software and sophisticated systems, which has substantially improved our technical talents and confidence. The road was not without its mistakes, but these missteps provided tremendous learning opportunities. We learnt to correct our mistakes and perfect our techniques thanks to the patient instruction and support of our mentors, who continuously provided constructive comments and coaching. Engaging with individuals from various backgrounds was another important part of our training. This experience taught us how to work as a team, appreciate diverse points of view, and express what we have to say clearly and effectively. It became clear that technical skills alone were insufficient for success in the IT and IS industries; the ability to work together and collaborate effectively was also required.

Through this comprehensive training, we not only enhanced our technical skills but also experienced significant personal growth. The challenges we faced and overcame, coupled with the collaborative environment and mentorship, helped shape our character and prepared us for future endeavors. This training has instilled in us a strong foundation, enabling us to approach future challenges with confidence and a well-rounded skill set that balances technical expertise with the essential soft skills of communication and teamwork.

As we move forward, we are now well-prepared to make meaningful contributions to the IT and IS fields. We bring with us a blend of practical experience, technical

proficiency, and strong interpersonal skills. Our internships have instilled in us a holistic understanding of the industry, enabling us to integrate seamlessly into professional roles and drive positive outcomes in our future endeavors. With a solid foundation of knowledge and hands-on experience, we are ready to face the challenges ahead and excel in our careers.

In summary, our internships have successfully bridged the gap between academic knowledge and practical application. These experiences have sharpened our technical skills, fostered personal growth, and equipped us with the confidence to tackle new challenges head-on. Through hands-on work and real-world problem-solving, we have transitioned from theoretical learning to practical expertise, gaining valuable insights into the nuances of the IT and IS fields.

APPENDICES

Daily Time Record

WELA Online Corporation
Cagayan de Oro

DAILY TIME RECORD

Name: Juna Mae V. Devilleres

Department: Quality Assurance

FEBRUARY 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
	IN	OUT	IN	OUT		
1						
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26	8:00	12:00	1:00	5:00	8	
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28	8:00	12:00	1:00	5:14	8	
29	8:15	12:00	1:00	5:07	8	
30						
31						
Monthly Total Hours:					29	

hereby certify that the above records are true and correct.


Supervisor

Juna Mae V. Devilleres
Trainee's Signature

WELA Online Corporation
Cagayan de Oro

DAILY TIME RECORD

Name: Juna Mae V. Devilleres

Department: Quality Assurance

MARCH 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
	IN	OUT	IN	OUT		
1	8:03	12:00	1:00	5:10	8	
2						
3						
4	8:25	12:00	1:00	5:56	9	
5	8:13	12:00	1:00	5:22	8	
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7	8:47	12:00	1:00	6:09	9	
8	8:05	12:00	1:00	5:37	8	
9						
10						
11	8:30	12:00	1:00	5:18	8	
12	8:36	12:00	1:00	5:01	8	
13	8:10	12:00	1:00	5:09	8	
14	8:18	12:00	1:00	5:20	8	
15	8:10	21:00	1:00	5:14	8	
16						
17						
18	8:19	12:00	1:00	5:13	8	
19	8:12	12:00	1:00	5:21	8	
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21	8:21	12:00	1:00	6:06	9	
22	7:58	12:00	1:00	5:31	8	
23						
24						
25	8:01	12:00	1:00	5:01	8	
26	8:04	12:00	1:00	6:03	9	
27	8:32	12:00	1:00	5:17	8	
28	Holiday					
29	Holiday					
30						
31						
Monthly Total Hours:					156	

hereby certify that the above records are true and correct.


Supervisor

Juna Mae V. Devilleres
Trainee's Signature

WELA Online Corporation
Cagayan de Oro

DAILY TIME RECORD

Name: Juna Mae V. Devilleres
Department: Quality Assurance

APRIL 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
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6						
7						
8	8:30	12:00	1:00	5:08	8	
9	Holiday					
10	Holiday					
11	8:06	12:00	1:00	5:11	8	
12	8:03	12:00	1:00	5:49	8	
13						
14						
15	8:33	12:00	1:00	9:45	14	
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20						
21						
22	8:04	12:00	1:00	5:20	9	
23	8:00	12:00	1:00	5:17	8	
24	8:00	12:00	1:00	5:41	8	
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28						
29	7:34	12:00	1:00	5:54	9	
30	8:09	12:00	1:00	5:08	8	
31						
Monthly Total Hours:					160	

hereby certify that the above records are true and correct.


Farrah Mae Yacopin
Supervisor

Juna Mae V. Devilleres
Trainee's Signature

WELA Online Corporation
Cagayan de Oro

DAILY TIME RECORD

Name: Juna Mae V. Devilleres
Department: Quality Assurance

May 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
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5						
6	8:00	12:00	1:00	5:20	8	
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12						
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22	8:00	12:00	1:00	5:03	8	
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26	8:00	12:00	1:00	5:36	8	
27						
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31						
Monthly Total Hours:					151	

hereby certify that the above records are true and correct.


Farrah Mae Yacopin

Juna Mae V. Devilleres
Trainee's Signature

WELA ONLINE CORPORATION

Cagayan de Oro

DAILY TIME RECORD

Name Stacey Nicole Marie G. Monta


Department Quality Assurance

FEBRUARY 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
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29	7:57	12:00	1:00	5:02	8	
30						
31						
Monthly Total Hours:					24	

hereby certify that the above records are true and correct.


Juliefer Mansueto
Supervisor


Trainee's Signature

WELA ONLINE CORPORATION

Cagayan de Oro

DAILY TIME RECORD

Name Stacey Nicole Marie G. Monta


Department Quality Assurance

MARCH 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
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8	8:03	12:00	1:00	5:19	8	
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10						
11						
12	7:59	12:00	1:00	5:02	8	
13	8:00	12:00	1:00	5:01	8	
14	7:58	12:00	1:00	5:20	8	
15	8:01	12:00	1:00	5:01	8	
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17						
18	7:54	12:00	1:00	5:13	8	
19	7:54	12:00	1:00	5:08	8	
20	7:58	12:00	1:00	5:09	8	
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27	7:51	12:00	1:00	5:17	8	
28						
29	HOLIDAY					
30						
31						
Monthly Total Hours:					145	

hereby certify that the above records are true and correct.


Juliefer Mansueto
Supervisor


Trainee's Signature

WELA ONLINE CORPORATION
Cagayan de Oro

DAILY TIME RECORD

Name Stacey Nicole Marie G. Monto
Department Quality Assurance

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
	IN	OUT	IN	OUT		
1	7:41	12:00	1:00	5:10	8	
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5	7:42	12:00	1:00	5:15	8	
6						
7						
8	7:51	12:00	1:00	6:11	9	
9						
10	HOLIDAY					
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12	7:45	12:00	1:00	5:10	8	
13						
14						
15						
16	7:55	12:00	1:00	8:45	11.5	
17	7:57	12:00	1:00	5:45	8.5	
18	7:50	12:00	1:00	5:38	8.5	
19	7:30	12:00	1:00	5:02	8	
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21						
22	7:52	12:00	1:00	5:03	8	
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25	7:50	12:00	1:00	5:15	8	
26	7:53	12:00	1:00	5:34	8.5	
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29	7:46	12:00	1:00	5:23	8	
30	8:00	12:00	1:00	5:11	8	
31						
Monthly Total Hours:					159.5	

hereby certify that the above records are true and correct.


Juliefer Mansueto
Supervisor


Trainee's Signature

WELA ONLINE CORPORATION
Cagayan de Oro

DAILY TIME RECORD

Name Stacey Nicole Marie G. Monto
Department Quality Assurance

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
	IN	OUT	IN	OUT		
1	HOLIDAY					
2	8:00	12:00	1:00	7:50	10.5	
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26						
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MONTHLY TOTAL HOURS					165.5	

hereby certify that the above records are true and correct.



Juliefer Mansueto
Supervisor


Trainee's Signature

DAILY TIME RECORD

Name Stacey Nicole Marie G. Monta
Department Quality Assurance

JUNE 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
	IN	OUT	IN	OUT		
1						
2						
3	7:49	12:00	1:00	5:06	8	
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31						
MONTHLY TOTAL HOURS					8	

hereby certify that the above records are true and correct.


Juliefer Mansueto
Supervisor


Trainee's Signature

WELA ONLINE CORPORATION
Cagayan de Oro

DAILY TIME RECORD

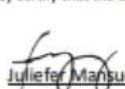
Name Ed Lloyd L Mora

Department: WELA - Quality Assurance Tester

FEBRUARY 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
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1						
2						
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29	8:00	12:00	1:00	5:15	8	
30				Total		
31						
Monthly Total Hours:					32	

hereby certify that the above records are true and correct.


Juliefer Mansueto
Supervisor


Ed Lloyd L Mora
Trainee's Signature

WELA ONLINE CORPORATION
Cagayan de Oro

DAILY TIME RECORD

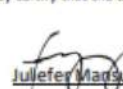
Name Ed Lloyd L Mora

Department: WELA - Quality Assurance Tester

MARCH 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
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3						
4	8:00	12:00	1:00	5:14	8	
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10						
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12	8:00	12:00	1:00	5:03	8	
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15	8:00	12:00	1:00	5:11	8	
16						
17						
18	8:00	12:00	1:00	5:03	8	
19	8:00	12:00	1:00	5:03	8	
20	8:00	12:00	1:00	5:01	8	
21	8:00	12:00	1:00	5:36	8	
22	8:00	12:00	1:00	5:02	8	
23						
24						
25	8:00	12:00	1:00	5:55	8	
26	8:00	12:00	1:00	5:02	8	
27	8:00	12:00	1:00	5:00	8	
28				Total	152hrs	
29						
30						
31						
Monthly Total Hours:					152	

hereby certify that the above records are true and correct.


Juliefer Mansueto
Supervisor


Ed Lloyd L Mora
Trainee's Signature

WELA ONLINE CORPORATION
Cagayan de Oro

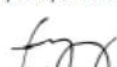
DAILY TIME RECORD

Name: Ed Lloyd L Mora
Department: WELA - Quality Assurance Tester

APRIL 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
	IN	OUT	IN	OUT		
1	8:00	12:00	1:00	5:18	8	
2	8:00	12:00	1:00	5:00	8	
3	8:00	12:00	1:00	5:00	8	
4	8:00	12:00	1:00	5:08	8	
5	8:00	12:00	1:00	5:01	8	
6						
7						
8	8:00	12:00	1:00	5:00	8	
9						
10						
11						
12	8:00	12:00	1:00	5:00	8	
13						
14						
15	8:00	12:00	1:00	5:30	8	
16	8:00	12:00	1:00	7:51	10	
17	8:00	12:00	1:00	5:30	8	
18	8:00	12:00	1:00	5:00	8	
19	8:00	12:00	1:00	5:10	8	
20						
21						
22	8:00	12:00	1:00	5:34	8	
23	8:00	12:00	1:00	5:12	8	
24	8:00	12:00	1:00	5:02	8	
25	8:00	12:00	1:00	5:49	8	
26	8:00	12:00	1:00	5:31	8	
27						
28						
29	8:00	12:00	1:00	5:04	8	
30	8:00	12:00	1:00	5:00	8	
31						
Monthly Total Hours:					154	

hereby certify that the above records are true and correct.


Juliefe Manueto


Ed Lloyd L Mora

WELA ONLINE CORPORATION
Cagayan de Oro

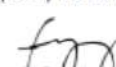
DAILY TIME RECORD

Name: Ed Lloyd L Mora
Department: WELA - Quality Assurance Tester

MAY 2024

Date	MORNING		AFTERNOON		Daily Total	SIGNATURE
	IN	OUT	IN	OUT		
1						
2	8:00	12:00	1:00	5:30	8	
3	8:00	12:00	1:00	5:00	8	
4						
5						
6	8:00	12:00	1:00	6:00	9	
7	8:00	12:00	1:00	5:04	8	
8	8:00	12:00	1:00	5:30	8	
9	8:00	12:00	1:00	5:01	8	
10	8:00	12:00	1:00	5:36	8	
11						
12						
13	8:00	12:00	1:00	6:16	9	
14	8:00	12:00	1:00	6:00	9	
15	8:00	12:00	1:00	5:01	8	
16	8:00	12:00	1:00	5:18	8	
17	8:00	12:00	1:00	5:30	8	
18						
19						
20						
21	8:00	12:00	1:00	5:18	8	
22	8:00	12:00	1:00	7:00	10	
23	8:00	12:00	1:00	7:00	10	
24	8:00	12:00	1:00	5:04	8	
25						
26						
27	8:00	12:00	1:00	5:30	8	
28						
29						
30						
31						
Monthly Total Hours:					143	

hereby certify that the above records are true and correct.


Juliefe Manueto


Ed Lloyd L Mora

Photos

8:18 AM | vmp-psvz-ytk

Typing here to search

20°C Sunny

8:41 AM | vmp-psvz-ytk

Typing here to search

20°C Mostly sunny

Role and Responsibilities
Testing: QA ensures and guarantees the usability software or products so ensure they work according to defined quality standards.
Feeding Back: QA identifies and reports any issues or bugs they find during testing, helping developers fix problems before releasing the product.
Creating Test Plans: QA creates plans outlining how testing will be done, including what will be tested and how.
Improving Processes: QA works to improve testing processes and procedures to make them more efficient and effective.
Creating Databases: QA ensure that products meet industry standards and regulations, like security or performance benchmarks.
Collaboration: QA collaborates closely with developers and other team members to understand requirements and ensure quality throughout the development process.
Customer Satisfaction: Ultimately, QA aims to ensure that the end product meets or exceeds customer expectations for quality and functionality.