Module 7 Exercise 1

These are the user stories we decided to use.

U01 Describes a non-functional requirement for the website/application.

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| U1 | Name: Emma Ellingsen  Age: 27  Occupation: Entre. student | As a student, I want to be greeted with a clear and captivating headline that grabs your attention. |

U03 Describes a usability requirement for the website/application.

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| U3 | Name: Elizabeth Fleur  Age: 31  Occupation: Marketing Manager | The colours on the website contrast each other so nicely even as a colourblind person, I can navigate easily. |

U14 Describes a security requirement for the website/application.

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| U14 | Name: Moha Hassan Abdi  Age: 21  Occupation: Student | As a user you need authentication options to enhance the security of your account.  As a user your private conversation and shared content through end-to end encryption.  As a user you need to keep your information safe and secure. |

**Introduction and reason behind our test plans:**

This test plan is based on the template that was offered to us to use and of course, the project. We would like to mention that due to the time limit and other courses that must also be prioritized, the final test plan (that will be in the report) might not be as complex.

**Test Plan**

**Project Name: [Capstone Project]**

**Test Plan Title: [User Story 14]**

**Document Version: [V.01]**

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**Document Owner: [Group 8]**

**Contact Information: [Ali Abdullahi Abdi]**

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| **Aspect** | **Description** |
| Application Name | UWU App (USN Workplace & Utilities) |
| Testing Strategy | The testing will be manual with both specific friends of the team and the team. |
| Testing Techniques | Some of the testing techniques that will be used are:  Accessibility testing, Functional testing, and Black box testing. |
| Testing Levels | * Unit Testing to test individual components and functions to ensure that they work. * System Test to test the entire system to evaluate the overall functionality. * Acceptance testing to ensure that everything is working as expected, for example, the log in page logs the user inn. |
| Testing Approach for Non-functional Requirements | Performance: When performing an action, how fast does it respond, and do you get the desired results?  Security: How safe is the user’s information and the application?  Scalability: Will the site crash if too many users use it at the same time?  Maintainability: Is the system easy to keep up to date and maintain?  Usability: Is the application easy to use?  Compatibility: Is it compatible with all mentioned devices? |
| Test Success Criteria | * The mentioned test was executed and passed within margin of error. * The application is compatible on the mentioned devices. * The chosen users that were a part of testing the usability, experienced minimal errors and left as happy users. * All major issues on the UWU app, have been checked and improved. * The speed and needs required, were a match with the app that it could run smoothly. * The users have a nice experience when using the application. |
| Test Environment | - Devices: iOS Devices, Android smartphones and laptops/computers  - OS Versions: iOS 16 and Android 13 or newer  - Browsers: Chromium based, Firefox and Safari (latest versions)  - Test Automation Tools: Appium for mobile automation, Selenium for web compatibility testing, LoadRunner for performance testing and testsigma for nonfunctional testing. |

**Usability Test Plan**

**Project Name: [Capstone Project]**

**Test Plan Title: [Testing UI & UX Design]**

**Document Version: [V.01]**

**Date Created: [21.03.2024] Last Updated: [28.03.2024]**

**Document Owner: [Group 8]**

**Contact Information: [Iliana Ellinor Hagen]**

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| **Aspect** | **Description** |
| Test objectives | To test the user interface and design, and make sure that the app is easy to use and understand.  To test that the design is compliant with universal design rules. |
| Scope | This test will focus on the visual aspects, the navigation experience and the overall feel and usage of the UWU app. |
| Participants | We will try recruit three users from different backgrounds and ages (student, business owner and elderly). |
| Test procedure | The users will be asked to comment on the failed and/or successful parts while they complete the different tasks, and the observers will take notes of both the positives and negatives during testing.  Objective of the tasks:   1. Navigate through the different webpages. 2. View the different price options and compare them: the pros & cons. 3. Submit a support ticket to [support@uwu.com](mailto:support@uwu.com) and report the process. 4. Check if the app updates according to the tasks preformed. |
| Tasks | Task 1: Read about us page and navigate to the main page.  Task 2: Navigate to the booking page and select the preferred working space and date.  Task 3: Go to the contact us page and contact the staff about the membership options.  Task 4: Locate the testimonials page and leave a review.  Task 5: View the floor plan and get an overview of the venue. |
| Post-test questions | How visually appealing are the different pages?  Based on the tasks and testing, would you recommend it to those with disabilities (for example, colour blindness)?  Were there any functions that were confusing or harder to use than others? If so, which ones?  What was the overall experience with the app on a scale from 1 to 10, with 10 being the highest score?  Are there any features or functionalities that you are missing?  Did the app crash or lag while performing different tasks like: booking a space or leaving a review? |
| Test Environment | Devices: iOS Devices and Android smartphones  Operating Systems: iOS:16 or newer and Android:13 or newer  Test Location: School (USN)  Moderator: [Preben Lysa Heika]  Co-Moderator: [Christoffer Castellan]  Observers: [Camilla Leinsvang]  App Version: [Version 1.0]  Analysis Tools: Microsoft Word for taking notes. |

**Usability Test Report Template**

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| Project name | UWU app (USN Workplace & Utilities) |
| Introduction | The purpose of this report is to summarize the results from the usability test of the UWU app/website. We use this test to evaluate the app/ website user-friendliness and to identify the challenges that may occur. |
| Method | This test was conducted with three participants in different age groups and positions (if possible). The participants were asked to perform simple tasks on the website/app while being observed. It was conducted on both computers and mobile devices. |
| Date of test | 01.04.2024 |
| Test objectives | * Successfully navigate through the different pages * Find and compare the different membership prices. * View the support ticket & reply from UWU. * Check that the app updates according to the task performed |
| Participants | User 1 – Student, 24 years old.  User 2 – CEO, 42 years old.  User 3 – Elderly, 66 years old. |
| Test result | Task 1: “Read about us page and navigate to the main page”.   * Easy to navigate the main page, straight forward to most users. * Informative and organized content on the “about us” and main page.   Task 2: “Navigate to the booking page and select the preferred working space and date”.   * Intuitive design of the booking page layout * Issues with the date picker functionality on mobile devices.   Task 3: “Go to the contact us page and contact the staff about the membership options”.   * Quick and fast reply about the membership options * FAQ had some useful questions answered but was missing some key questions.   Task 4: “Locate the testimonials page and leave a review”.   * Locating the testimonials page was easy and simple. * The layout of “leaving a review” was quite complex and it might not be the best design you could choose for this specific page.   Task 5: “View the floor plan and get an overview of the venue”.   * Easy to get an overview of the floor plan and to see where everything is located. * It was nice to get a list of utilities and workplaces that the venue offers. |
| Key findings | Positive Observations:   * The Main page, about us page, testimonial page and floor plan was straight forward and easy to navigate to and from. * The information on the sites was useful for the different pages it belongs to. * The website mostly has a useful design and colour combination even for people with colour blindness and or weakened eyesight.   Negative Observations:   * One participant experienced that the app/website loaded slowly on an Android device running Android 14. * The testimonial page needs a better design to make it better and easier to use, the design makes it difficult to know what to write and where. * The FAQ page is missing some key questions that should be added for a better FAQ page, it could save a lot of time and unnecessary questions from users.   Areas for Improvement:  There is quite an improvement possibility in the testimonial page, the compatibility, and the FAQ page.   * You should change the design and layout needs an update to make it easy to navigate and to make a review. * The FAQ page need some more questions so that users get the answers they are looking for without having the needs to send a mail and wait for answers. * There are a few issues to identify to be able to find the fault on the compatibility problem for Android 14 devices and fixing it. |
| Additional insight | We found that the importance of making a website that would be as user friendly as possible. This means making a simple website with clear colours, divisions, and information, as too much disturbance in these areas will most likely make the experience unpleasant for some of the users. |

References:

Template from canvas:

<https://usn.instructure.com/courses/30635/files/3230645?wrap=1>

Test plan and usability test plan:

<https://www.perfecto.io/resources/types-of-testing>

<https://testsigma.com/blog/levels-of-testing/>

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