

Date-A-Dog User Testing

Test Design

User Testing for Date-A-Dog was conducted with the purpose of testing both the Date-A-Dog mobile application and the Date-A-Dog shelter website. Hallway testing was performed to cover the following areas:

1. Functionality - Do all the features work?
2. Efficiency - How does the application run? Does anything take too long to load?
3. Ease of Use - How easy is it to use to the features?
4. Intuitiveness - Can the application be used with minimal instruction?
5. Aesthetics - How does the application look? Is the application appealing?

In addition to these areas, additional suggestions and opinions on real world application were also gathered from each user.

Each tester was provided with an introduction letter explaining the concept of Date-A-Dog and instructions on how to download and access the mobile application as well as the shelter website (Testing Instructions). Log in credentials were provided to the tester. The user was also provided with a questionnaire (Testing Questionnaire). *Note: Both these documents can be found in the repository under the same directory as this file.* The questionnaire offers no explicit directions on how the application works or on where to find things but it asks that users complete the following tasks:

Mobile Application:

1. Log into the application.
2. Like at least three dogs and dislike a few dogs.
3. Request three dates with three dogs.
4. Complete the user profile form.
5. Check status of dogs with pending requests.
6. Log out of the application.

Web Application:

1. Log into the shelter website.
2. Review pending requests.
3. Approve one request, deny one request and leave one request pending.
4. Check the History Tab.
5. Confirm denial reason for requests.
6. Log out of the website.

Additionally, to complete testing for the shelter, the user was asked to:

7. Log into the mobile application again.
8. Check updated status of approved request.
9. Check updated status of denied request. Confirm denial reason.
10. Check unchanged status of pending request.

Feedback was recorded at each stage. In addition, the user was asked to use the application independently and provide feedback on the 5 areas denoted on the previous page.

Testers

3 Testers were asked to test the application end-to-end. The testers were all non-students who work in the non-tech related sector.

Tester 1: Sales, Samsung Galaxy S7 Edge, Android 6.0

Tester 2: Social Work, Samsung Galaxy S5, Android 5.1

Tester 3: Server, Samsung Galaxy S7 Edge, Android 6.0

Test

2 tests were conducted in person and 1 test was conducted remotely. The goal was to allow the user to interact with the application with minimal instruction or help. During the test itself, we noticed that our application was very easy to use and required minimal questions from the user. Tester 1 used the application and the problems discovered during that test were implemented before Testers 2 & 3 used the application.

Test Results

The tests helped us discover quite a few problems with our application. Some were based on features, such as not having a way to see the status of 'Pending Date Requests' on the mobile application, while others were bugs based on integration issues, e.g. Date Requests not showing up on the website and approvals/denials not showing up on the mobile application.

We also learned that our application was very intuitive and easy to use and users caught on to the swiping mechanism very quickly. While there were some issues with the swiping mechanism, i.e. users uncertain of where on the screen to swipe from and with the way the application functioned on different phones, users found the interface appealing and agreed that they saw real world potential for such an application.

Implemented Changes

The tests helped us discover a few major design flaws in our system and to clean up some bugs that had previously gone unnoticed. The primary changes we made were:

- We had completely overlooked a way to have mobile users keep track of pending date requests so the mobile application and shelter website were updated to relay decision requests back to the user.
- When a request was denied, no information was being relayed back to the user on the denial reason, so we implemented a text box to store the denial reason of a request.
- The website History tab was not showing the reason for a date request, only the denial reason so the date request was added to the History tab.
- The mobile application was allowing users to request dates for previous dates. Previous dates are no longer selectable on the mobile application.

The lack of ability to see pending date requests was discovered after Tester 1 used the application and was implemented immediately before conducting the remaining tests.