# User Acceptance testing (UAT)

## 1. Purpose

This will confirm the project requirements and will allow users to review the final product.

## 2. Testers

There will be different testers. In the first phase, we conducted a survey which was completed by different students at the University of Kent during the poster fair. Second phase, the Testers were University students.

## 3. Methodology.

For the purpose of this testing, the team adopted a crowd-testing methodology, which was initiated at the poster fair. Random testers were given the opportunity to test the app via an android device and shared their feedback via a google form. The second phase, a niche testing was implemented to the main audience for GOLocal i.e. different students at the University of Kent.

## 4. Test cases

| # | description | Pre-requirements | Test Result | | Comments |
|---|---|---|---|---|---|
| | | | succeed | failed | |
| 1 | registration process should be straightforward and user-friendly | - | ✓ | | -forget password is misleading |
| 2 | Verify that users can register successfully, and their account information is saved accurately on the database. | - | | ✓ | -no age limit |
| 3 | Users should log in with their credentials successfully. | Sign-up | ✓ | | -Tester prefer email rather than username to login -Tester suggest face ID login |
| 4 | User should be able to change /retrieve their password if they forgot | Sign-up | | ✓ | [not working] |
| 5 | User can view their details in the profile screen and all details should be correct | Login | ✓ | | -User does not want to share their details publicly |
| 6 | Users will be able to edit their details if needed | login | ✓ | | |
| 7 | Users will be able to search any word and a list of results will appear on a different screen | login | ✓ | | |
| 8 | In the home screen, user will be able to filter jobs based on the current location. | login | ✓ | | -This was bugging and slow |
| 9 | On the search screen users will be able to view and sort the jobs based on price, and date posted in both ascending and descending. | login | ✓ | | -Tester suggested a filter feature based on job category |

| # | Requirement | Precondition | Pass | Fail | Notes |
|---|---|---|---|---|---|
| 10 | Home screen should show recent jobs , suggested jobs based on the user speciality | login | ✓ | | -Tester say that home screen is slow to load |
| 11 | User should be able to click on the job and all the job details should appear correctly and accurately | login | ✓ | | -Show by "You" <br> -View "few minutes/hours/days" timing <br> -Hourly rate instead of price. <br> -Show picture |
| 12 | User can apply to the job once it is viewed | Login+ pressed on the job | ✓ | | Save job functionality is suggested. <br> -Show job picture in this screen |
| 13 | Once job has been accepted by the user, users will be able to negotiate price by chat | | ✓ | | |
| 14 | Chat between the service provider and the user will appear once the application has be accepted. | Job applied | ✓ | | -notifications has been suggested here |
| 15 | Both users will be able to post review once the job is completed | | | ✓ | -Any user can post review |
| 16 | Job will be deleted after completion | | | ✓ | -no completion buttons. |
| 17 | user can view both applications and jobs posted | Login+ opened "view jobs/application" screen from profile | ✓ | | -View the number of applications is suggested <br> -confusion between jobs and application from the tester <br> -notifications has been suggested here <br> -applications should expire after a while [maybe a month] |
| 18 | Users will be able to post a needed job and upload a picture successfully. | Login | ✓ | | -tester wants to delete a job <br> -details field expand horizontally only <br> - tester wants to take a photo at that time |
| 19 | Jobs should be viewed from profile screen | Login + posted a job | ✓ | | |
| 20 | User should view reviews on the profile page | Login + review from different user should be posted | ✓ | | |

| 21 | The user will be able to logout securely from the app | login | ✓ | | |
|---|---|---|---|---|---|

| |
|---|
| Login and signup |
| Home and search screen |
| Chat |
| Jobs and application |
| profile |

## 5. Test Execution

For the first phase a survey has been conducted showed feedback from several users about the GoLocal app. Users were asked about their experience with the app, its user-friendliness, whether it met their needs, and their willingness to use it in the future. Some users had issues with the app's responsiveness and speed. Some users also suggested adding features like saving jobs for later, notifications, and filtering jobs based on categories However, overall, most users found the app easy to use, user-friendly, and appreciated its smooth interface and idea. While there were some minor concerns, most users were willing to use the app in the future and would recommend it to others.

For the second phase, we conducted a one-one testing to each individual tester , any comments is added to the table . There was a number of twenty testers in this phase who are students at the university Kent. It was challenging to conduct each test using emulator since , this has slowed the testing process.

## 6. Post Testing changes

Different changes were implemented after testing including the codebase and user interface (UI).

### i.       Forget password.

During testing, it was identified that the forget password functionality was not fully functioning. This was resolved later, and a clear and informative indication was provided for the user.

### ii.      Age validation

It was discovered during testing that the application did not have an age limit for user sign-ups. To address this, a validation check was implemented to ensure that only users who are 18 years or older can sign up for the application.

### iii.     Filter jobs

Testers wanted a filter function to be added to the search feature of the application, which would allow users to refine their search results based on specific criteria, such as date, location, or category. This feedback was taken into consideration, and the filter function was implemented in the application to improve the user experience and make it easier for users to find what they are looking for where jobs with the user speciality will appear in the search screen.

### iv.      UI changes

After conducting the UAT, several UI issues were identified and subsequently fixed. For example, in the job section of the application, the "posted by **you**" feature was adjusted for better clarity. The

hourly rate display was also changed. Additionally, the display of pictures throughout the job screen was refined to enhance the overall visual appeal and improve the user experience. In addition, a completion feature was implemented in the chat system to enable users to officially close a job once it has been completed.

## 7. Outcomes

Based on the User Acceptance testing (UAT) conducted, it can be concluded that GoLocal meets the minimum viable requirements. Minor issues occurred; However, Participants provided positive feedback on different aspects of the final product as shown in the appendices and the questionnaire included in the corpus.

The feedback and the issues collected during both phases were then prioritised to be fixed. However, due to time constraints, some changes are yet to be implemented in the future. A detailed discussion of that provided in the report.

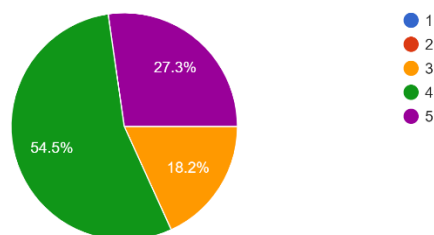## 8. Appendices:

How easy was it to use the app?
11 responses



*Figure 1*

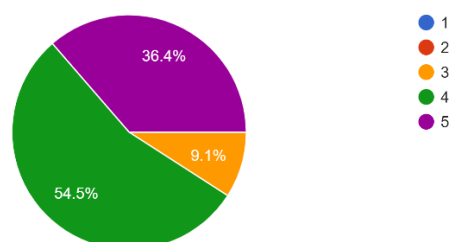Did you find the app user-friendly ?
11 responses



*Figure 2*

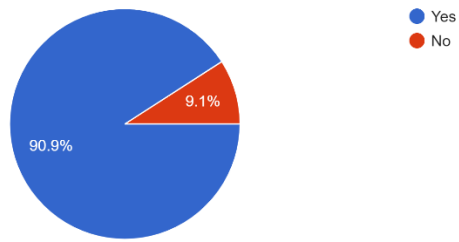Was the app able to meet your needs as a user?

11 responses



● Yes
● No

90.9%

9.1%

*Figure 3*

Would you recommend GoLocal app to others?

11 responses



● Yes
● No

100%

*Figure 4*

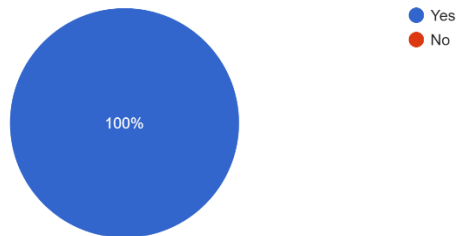Did you have any issues while using the app?

11 responses
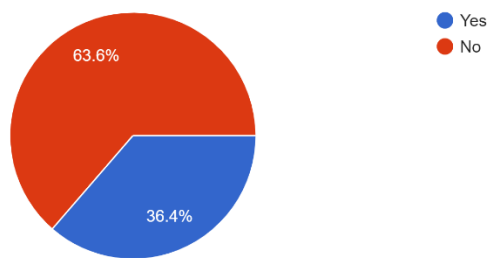


● Yes
● No

63.6%

36.4%

*Figure 5*

Do you see yourself using the app in the future?

11 responses



*Figure 6*