Website

Testing Report

Media Vault Web Application

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1 Introduction

1.1 What is website testing and why is it important?

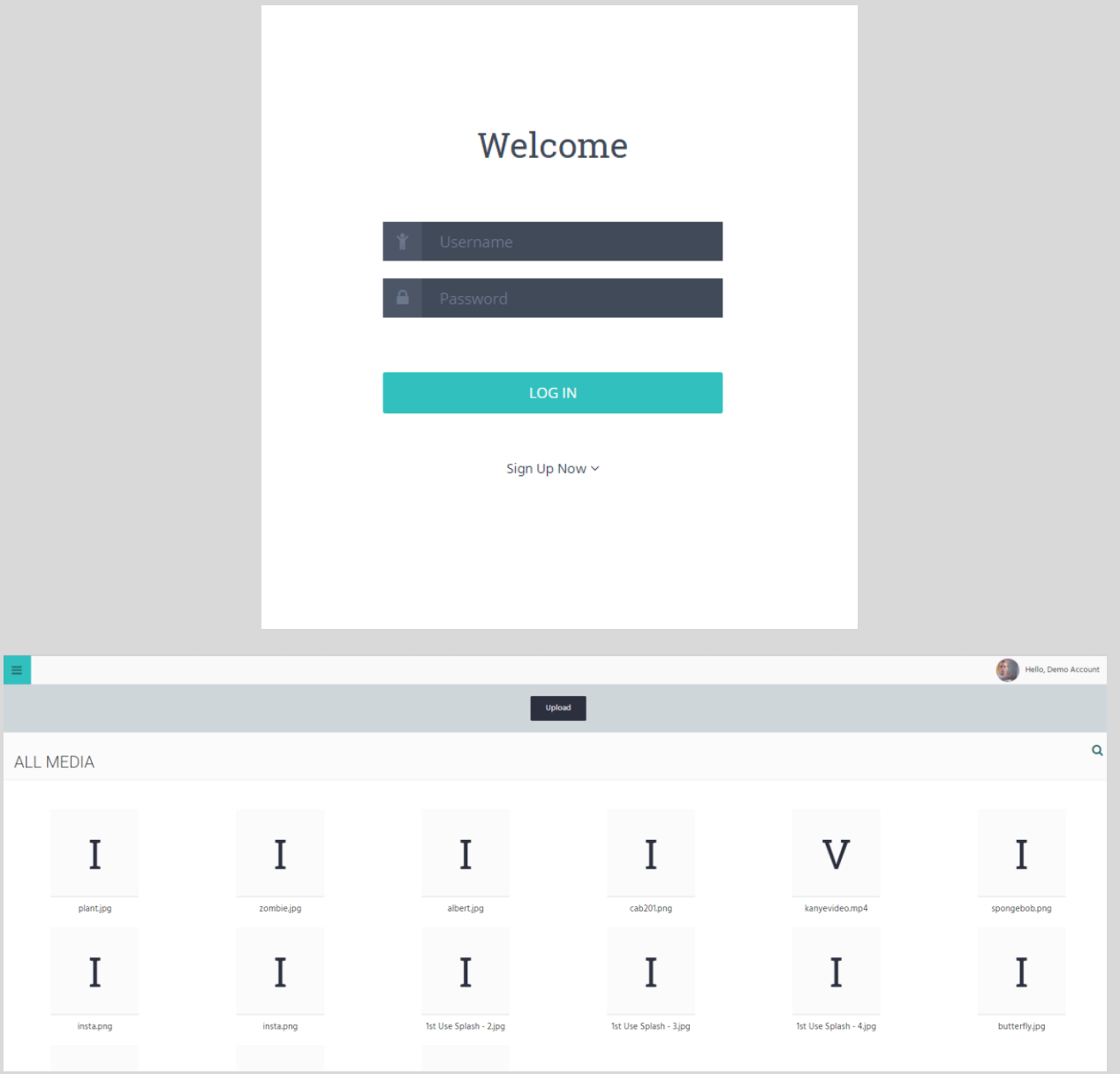
Website testing is the software testing that can be applied to web applications. The website testing process should be completed before the system is actually revealed to the public. This applies to the common issues such as security of the website, the functionality, accessibility to handicapped/impaired users and fully able users, browser compatibility, performance and so on.

A website testing is important because unlike printed media (e.g. newspapers), a website can be viewed on any number of systems, any type of devices, any type of browsers and their versions, and different types of users. So that we need to make sure that the website that we made should be compatible to all the circumstances and user-friendly.

1.2 The website being tested

Business name	**Media Vault**
Website address (URL)	http://www.projkt.io/pages/login.php
Target audience	This web application was made suitable for all age groups, mainly targets teens and young adults especially for college/university students who like to upload and download media.
Purpose of the website	The primary purpose of implementing this application is to give access to the websites that give downloadable MP3's through it's built in web browser. This is an web application that allows users to browse, download and play thousands of songs, videos, live concerts, lyrics and audio books into their devices.

Screenshot of Home page



1.3 What testing will be conducted?

1) functionality testing
2) performance testing
3) accessibility testing
4) compatibility testing
5) usability testing

2 Functionality Testing

2.1 What is functionality testing?

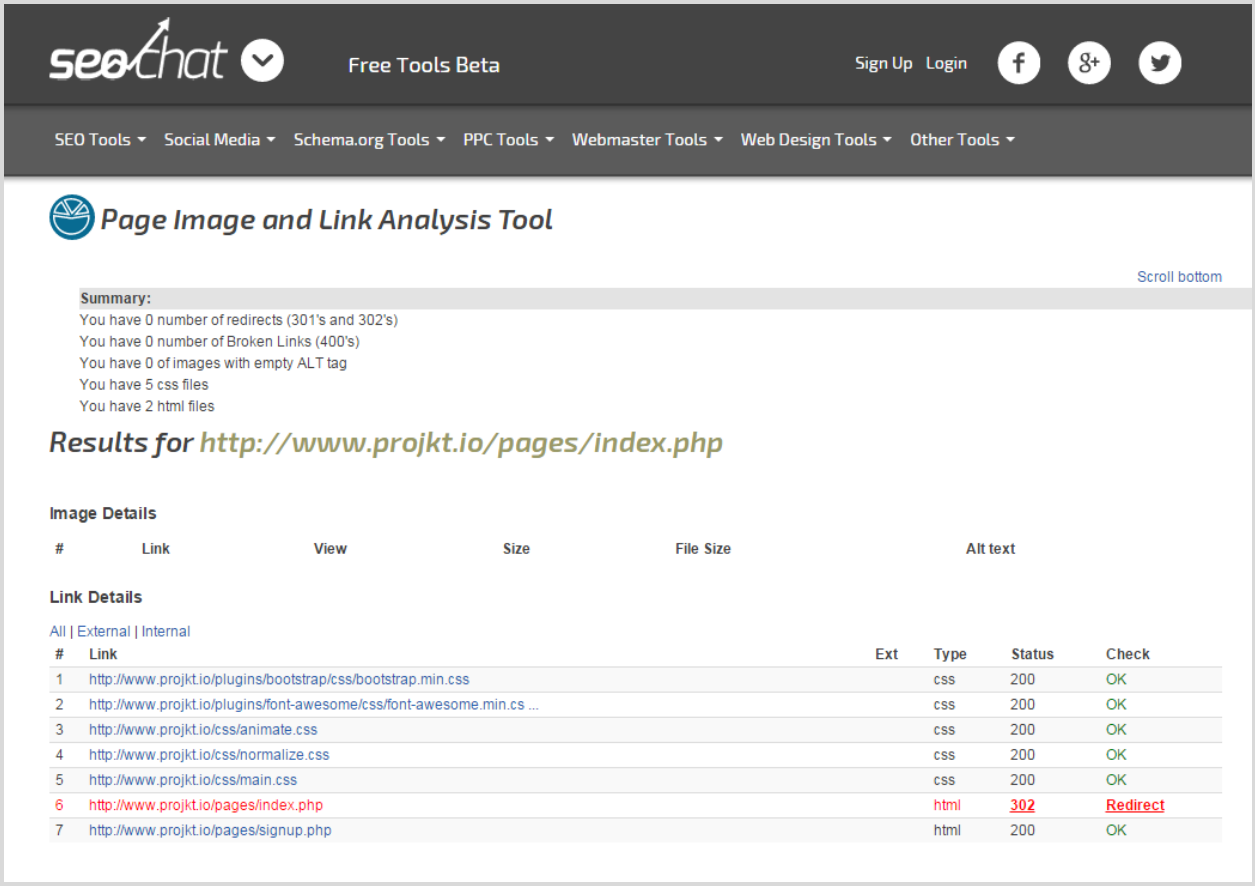
Functionality testing is primarily aimed at ensuring all links, images, database connection, code, forms are in working correctly. A web application with broken links or inappropriate content can lead to user-unfriendly site.

2.2 Online functionality testing tool

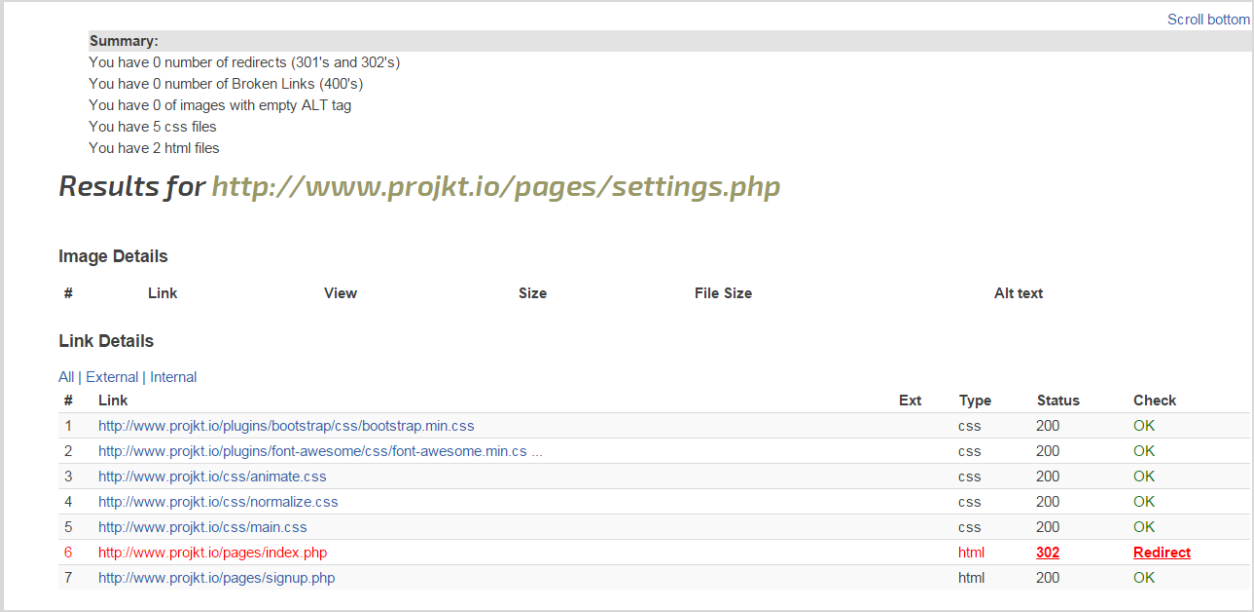
Name of tool	SEOchat
Website address (URL)	http://tools.seochat.com/tools/broken-links-images-tool/
Benchmarks	✓ All the links should be functioned correctly without returning 404 Page Not Found errors ✓ All the images should be displayed on any devices. ✓ Alt texts must be applied to the images for users with vision or hearing disorders. ✓ When the user enters incorrect data into a form, a website should deliver a polite and clear error message. ✓ HTTP redirects ✓ Broken links ✓ Images with no alt attribute text ✓ Links to PNG files, GIF files, JPEG files ✓ The URL of the link (includes both internal and external links, linked to the page) ✓ The file type (CSS, HTML, PDF or Plain) ✓ The HTTP status code returned for the URL ✓ The link check result (OK, Redirect or Broken)

2.3 Results

Screenshot of results of functionality testing on the website



Profile page



2.4 Summary of results

The testings showed that there are no (301’s and 302’s) redirects, no broken links (400’s), and no image with empty ALT tag.

3 Performance Testing

3.1 What is performance testing?

Performance testing is to test the website using (online) tools to evaluate page load times and overall web page performance when under different amounts of stress.

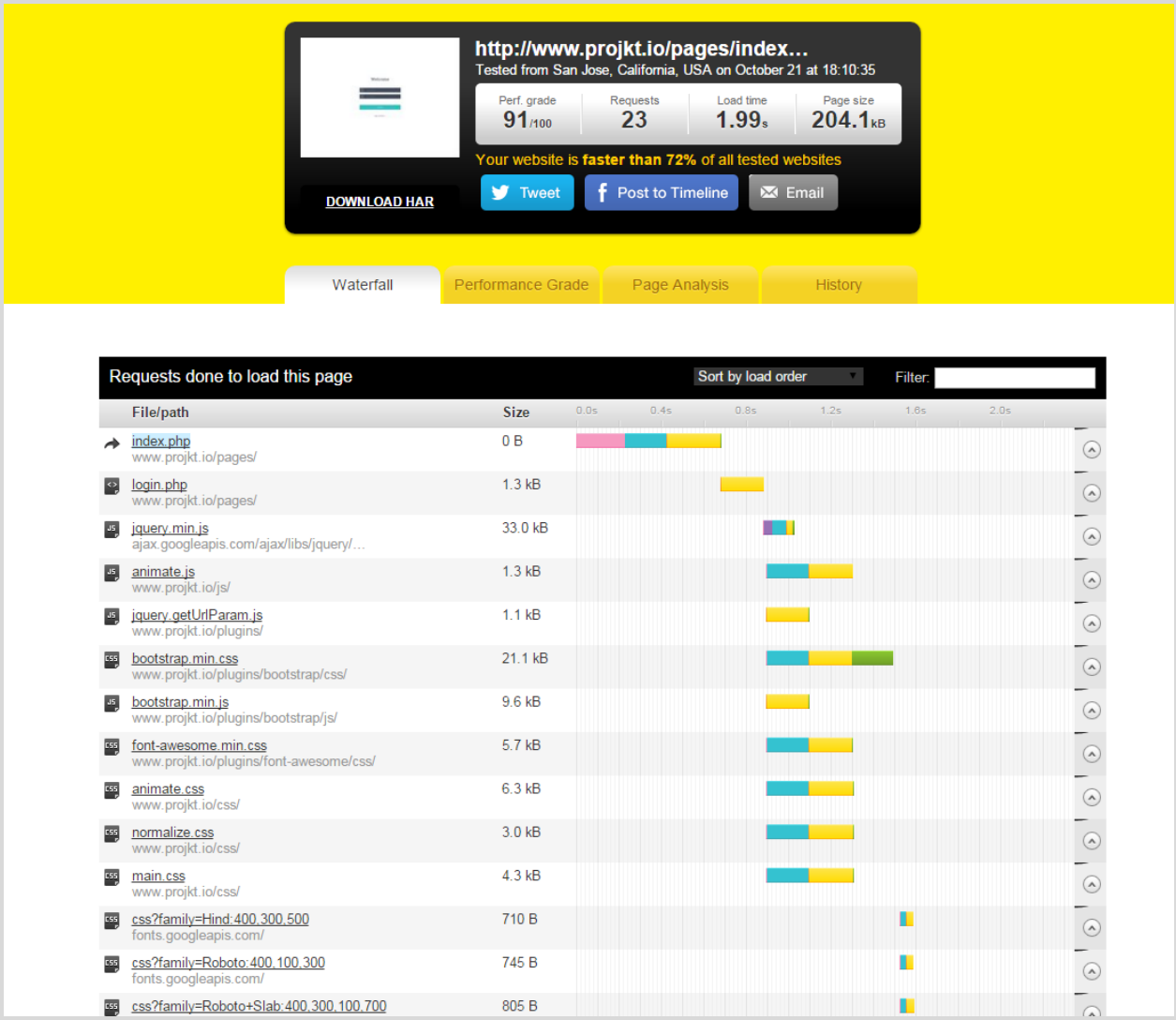
The goals of website performance testing is analysing web page load times when under differing amounts of stress. This is important because by looking at the testing results, we can improve the webpage load time by optimising images, reducing the total number of images, minifying code, reducing external requests and so on.

3.2 Online performance testing tool

Name of tool	**Pingdom** - Website Speed Test
Website address (URL)	http://tools.pingdom.com.
Benchmarks	✓ A website should be able to handle different amounts of stress at different time. ✓ All pages should load within 3 - 8 seconds. ✓ The images and scripts should not take long to response.

3.3 Results

Time	6:12 PM – 21/10/15
Screenshot of results of performance testing of the website	



3.4 Summary of results

At 26:12 PM – 21/10/15, the testing showed that the page load time is 1.99 s, the page size is 204.1 KB and the performance grade is 91/100.

4 Accessibility Testing

4.1 What is accessibility testing?

Accessibility testing is the process of checking to ensure web pages are accessible by a wide range of people. The main purpose of the accessibility testing is to evaluate web pages according to web accessibility standards. Web pages that do not meet the minimum web accessibility standards need to be modified.

All the users will have equal access to information and functionality of a website when it is correctly designed, developed and edited.

4.2 Website user groups

As this a cloud based media web application, people with different age group will look at this page although the target audience is teens and students. Some users from older age groups may be using this application. Among different types of users, there might be the people with all disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Therefore, we need to make sure that this webpage is easily accessible by all users. A web page which is correctly designed and developed, all users should have equal access to information and functionality.

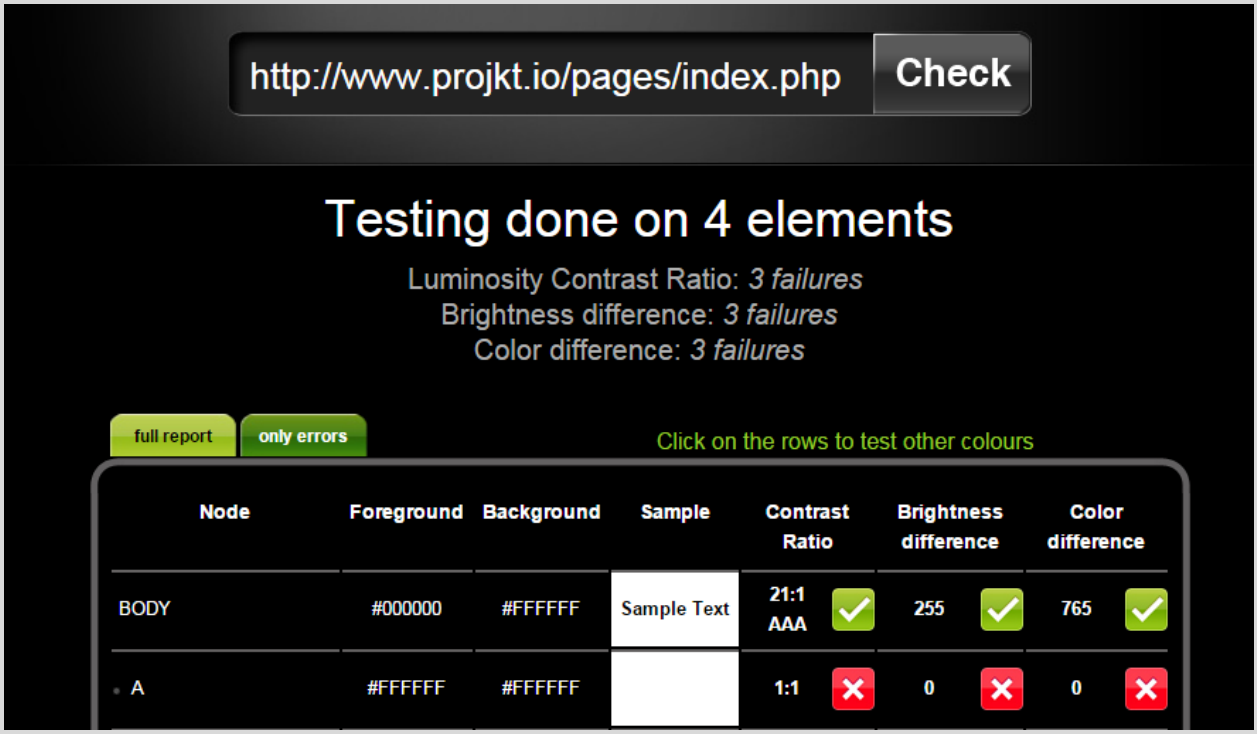
4.3 Online accessibility testing tool

Name of tool	Checkmycolours
Website address (URL)	http://www.checkmycolours.com/
Benchmarks	✓ Provide appropriate contrast of foreground and background colour combinations. ✓ No colour different. ✓ Brightness different. ✓ Appropriate luminosity contrast ratio

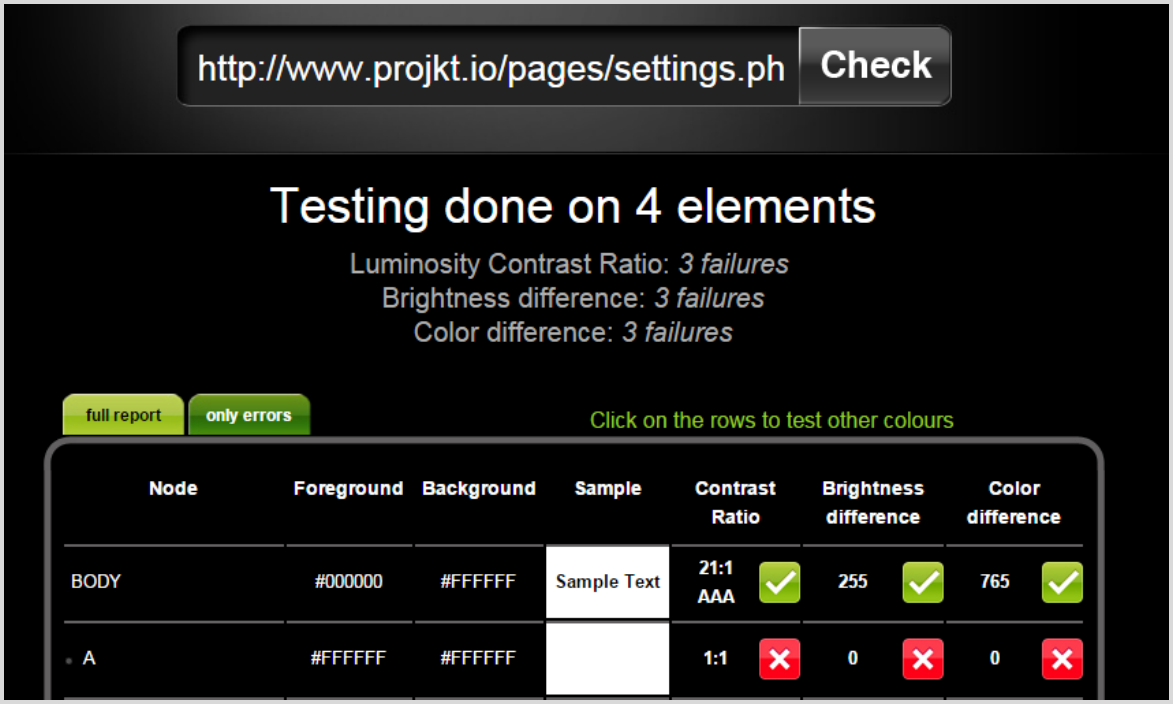
4.3.1 Results

Screenshot of results of accessibility testing on your WordPress.com website

Home page



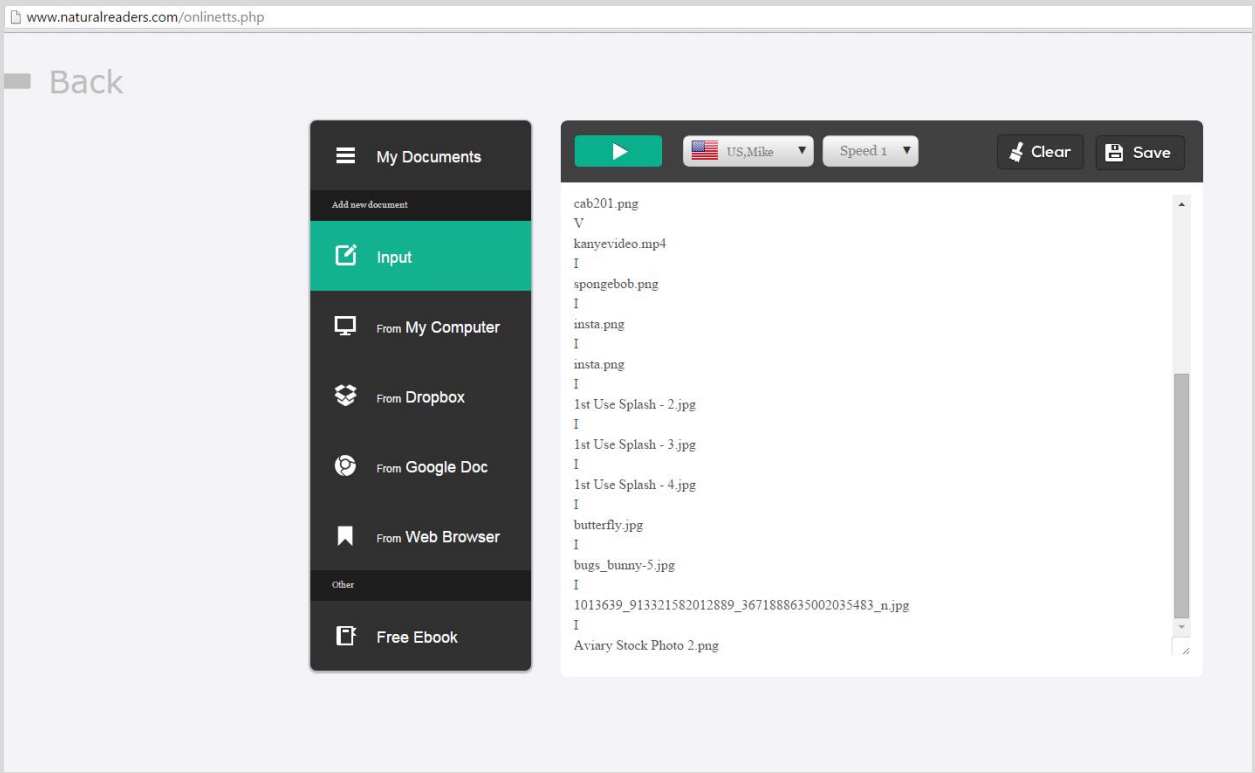
Profile page



4.4 Online text-to-speech tool

Name of tool	Natural Reader
Website address (URL)	http://www.naturalreaders.com/onlinetts.php
Benchmarks	✓ The user must hear clearly what the text-to-speech tools translate. ✓ The user should be able to get the required information from the website easily by using the online screen readers. ✓ The user should be able to imagine the images provided on the web page by using the screen readers.

4.4.1 Results

Screenshot of the tool functioning in the browser in your WordPress.com website


5 Usability Testing

5.1 What is usability testing?

Web usability is the ease of use of a web site i.e. making the website easy for users to find the information they need as quickly and easily as possible. One of the major reasons website usability testing is important is because many websites are offering the same services and functions. If the user cannot find what they are looking for on one site easily, they will automatically move on to other website. So even if a site looks pretty, if users can't figure out how to use it, they will move on to next website and might not be coming back again. So that a website developer should test his website usability before hand it over to the client.

5.2 Scripted usability test

Observer Guidelines

In order to make participants feel comfortable and willing to cooperate with us, the observers should adhere the following observer guidelines.

- We must treat participants with the respect at all the time.
- Keep noise levels to a minimum to avoid disturbing the participant.
- Do not discuss any information that is not related to the project we are working on.
- Avoid joking or laughing while the participant is taking the test.
- Avoid prompting or forcing the participant to make any comments.
- Do not fix any technical errors before the participant has completed the test.

Usability testing procedure

Testing procedure

There are altogether ( ) tasks/questions for the participant to complete. There were two steps to complete this test. First of all, a set of questions on paper was provided as a written format for the participant to complete. The participant was asked to write down their comments on the paper provided. After the participant finished answering all the questions, I (observer) recorded all the data provided by the participant as an electronic file format.

6.2.1. Usability test 1

Participant introduction

The purpose of today test to access the usability of our new web application called ‘Media Vault’. We run this test because we would like to find out which function/part on this website is or is not operating properly from the user’s point of view.

To complete this test, we will provide you a set of questions to answer. You just need to think freely and don’t worry about giving us negative answers. We will improve our site functionalities according to your answers.

Please make sure that you do not make any mistakes as we are testing the website, not you (participant).

Test environment

Web browser: Google Chrome (Version 46.0.2490.71 m)

Operating System: Windows7

Participant consent form

This usability test will take approximately 30 minutes to complete. We will use the information you provide, along with the other information provided by other participants to improve our web application “Media Vault”.

Your personal information and your privacy are fully protected by our company.

Please complete the details below before you start volunteering our usability test.

Participant details

Participant number: #001

**I agree to voluntarily participate in this website usability test.*

Participant sign: _____###_____ Date 21/10/15

Observer details

Observer name: Su Yatti Moe Zin

Observer email: suymzin@gmail.com

Observer sign: SY . Date 21/10/15

Custom usability tasks

Task 1

As a user, please pretend that you are new to this web application. You are interested in using this application. First of all, you need to create a new account. Please find a way to create a new account for yourself. Once you have signed up a new account, try log in to the account that you have just created.

Participant's response

1. Can you easily create a new account? *Yes it is pretty easy*.
2. How long does it take for you to find a correct link approximately? *About 3s because it's quite obvious.*
3. How did you find the look of the form? *It's clean and do not contain any unnecessary facts.*
4. After you have signed up, can you easily log in to your account? *Yes. It is surprisingly quick. I can use my account straight away.*
5. How would you rate these functionalities?

○ Very difficult ○ Difficult ○ Hard ○ Easy ◉ Very easy

Participant questionnaire

Demographic data about the participant

Gender: ☐ male ☐ female

Age group: ☐ 10-16yrs ☐ 17-21yrs ☐ 22-30yrs ☐ 31-40yrs ☐ over 40

Are you familiar with information technology?

☐ Yes ☐ No

How long have you been using the computer?

☐ 5-10yrs ☐ 11-15yrs ☐ 15yrs and above

How did you find our application after trying it?

☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied

☐ Dissatisfied ☐ Very dissatisfied

Debrief

Thank you very much for participating and completing the website usability test today. Your participation is greatly appreciated.

Do you have any comments or questions about today's session?

This is a nice tool for uploading music files that I like. The design is quite clean. Good choice of colour combination and nice layout!!

Feedback from participant

The participant completed her assigned task in 10 minutes. There were no critical error occurred during the testing. She could find a correct link for registering a new account in very short time which proved that the link is descriptive and clear. She didn't seem to hesitate in filling up the sign up form which has shown that the user accepts the fact that the data being collected are necessary.

☐ Positive ☐ Negative

6.2.2. Usability test 2

Participant introduction

The purpose of today test to access the usability of our new web application called ‘Media Vault’. We run this test because we would like to find out which function/part on this website is or is not operating properly from the user’s point of view.

To complete this test, we will provide you a set of questions to answer. You just need to think freely and don’t worry about giving us negative answers. We will improve our site functionalities according to your answers.

Please make sure that you do not make any mistakes as we are testing the website, not you (participant).

Test environment

Web browser: Google Chrome (Version 46.0.2490.71 m)

Operating System: Windows7

Participant consent form

This usability test will take approximately 30 minutes to complete. We will use the information you provide, along with the other information provided by other participants to improve our web application “Media Vault”.

Your personal information and your privacy are fully protected by our company.

Please complete the details below before you start volunteering our usability test.

Participant details

Participant number: #002

**I agree to voluntarily participate in this website usability test.*

Participant sign: _____###_____ Date 21/10/15

Observer details

Observer name: Su Yatti Moe Zin

Observer email: suymzin@gmail.com

Observer sign: SY . Date 21/10/15

Custom usability tasks

Task 2

Please imagine that you are a current user meaning you have already created an account. Try uploading a new photo from your computer. After that, please find 'SpongeBob' image by using one of the functionality provided. Then download it to your device.

Participant's response

6. Can you easily log in to your account? *Yes I can.*
7. How did you manage to upload an image to your account? *I didn't notice that the upload button is at that place so I went into the menu bar looked for a way to upload a photo. Then I saw the upload button after like 5 seconds. But uploading process was clear enough.*
8. Can you find a 'SpongeBob' image easily? How? *Yes I used the search function. It is pretty good since I just typed 'S-P-' and it showed up on the screen.*
9. Please tell us the steps that you made to download the image. I searched for the image in the search bar and then clicked on it to view it before downloading it. Then it has been downloaded.
10. How would you rate these functionalities?

○ Very difficult ○ Difficult ○ Hard ◉ Easy ○ Very easy

Participant questionnaire

Demographic data about the participant

Gender: ☒ male ☐ female

Age group: ☐ 10-16yrs ☐ 17-21yrs ☐ 22-30yrs ☐ 31-40yrs ☒ over 40

Are you familiar with information technology?

☐ Yes ☒ No

How long have you been using the computer?

☒ Beginner ☐ 5-10yrs ☐ 11-15yrs ☐ 15yrs and above

How did you find our application after trying it?

☐ Very satisfied ☐ Satisfied ☒ Neither satisfied nor dissatisfied

☐ Dissatisfied ☐ Very dissatisfied

Debrief

Thank you very much for participating and completing the website usability test today. Your participation is greatly appreciated.

Do you have any comments or questions about today's session?

That would be good if the 'Upload' button is bigger and more obvious because I have a very poor eye sight. Otherwise this app is clean and pretty easy to use.

Feedback from participant

The participant completed his assigned task in 15 minutes. There were no critical error occurred during the testing. Even though he couldn't find the upload button straight away, he managed to find it at the end. This makes us redesign the button or text to suit elderly users who have vision problems.

☐ Positive ☐ Negative