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PART-BQ.2] → SURVEY INSTRUMENTS:

- Written user surveys are a familiar, inexpensive and generally acceptable companion for usability tests & expert reviews.
- Keys to successful surveys:
 - Clear goals in advance.
 - Development of focused items that help attain goals.
- Users could be asked for their subjective impressions about specific aspects of the interface such as representation of:
 - Task domain objects & actions
 - Syntax of inputs & design displays.

→ ACCEPTANCE TESTING:

- For large implementation projects, manager sets objective and measurable goals for hardware and software performance.
- If the completed product fails to meet the criteria the system must be reworked.
- The user interface can be established for the following:
 - Time to learn specific functions
 - Speed of task performance
 - Rate of errors by users
 - Human retention of commands over time
 - Subjective user satisfaction.

→ Difference between Survey instruments & Acceptance testing

SURVEY INSTRUMENTS

① Used widely in order to obtain the opinion amongst a wide range of diversified users.

② They employ the use of forms, websites or even verbal conversation to draw the reviews from the users.

③ Secondary goals of this is to ascertain: user background, experience, job responsibilities, feedbacks and personality style.

④ They provide the developers with an idea of extra features and desired changes.

ACCEPTANCE TESTING

① A method that is performed to determine whether or not the software system has met requirements.

② It is used by testers and stakeholders to know the performance of the software. They use many techniques to achieve this.

③ It is only a functional testing. It comprises both of alpha and beta testing.

④ Evaluates the satisfaction of the software by comparing with requirements.