School of Computing and Artificial Intelligence

Faculty of Engineering and Technology

Sunway University

SYSTEM TEST DOCUMENT

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INSTRUCTOR	: ASSOC. PROF. TS. DR. ASLINA BAHARUM
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PROGRAM NAME	: Bachelor of Information Systems (Honours) (Data Analytics)
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1.0. Use Case Testing

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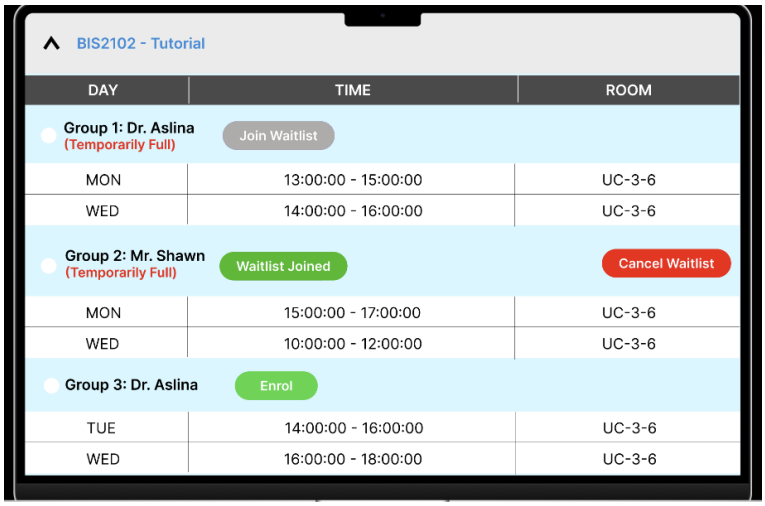
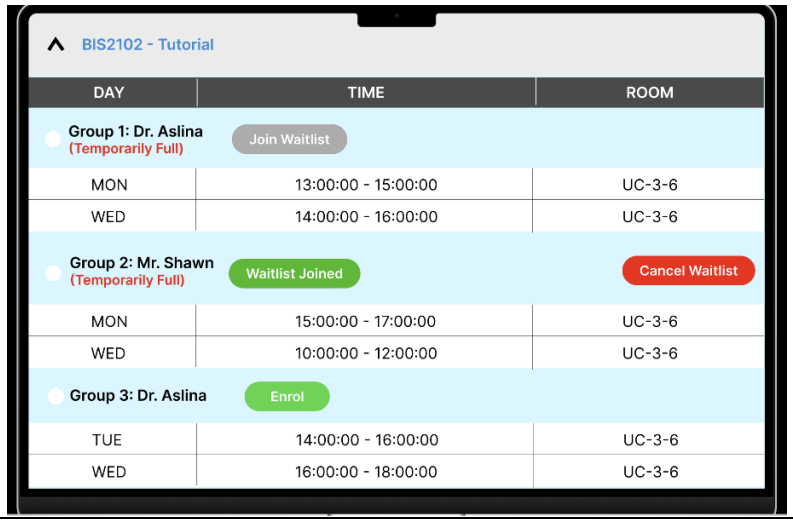
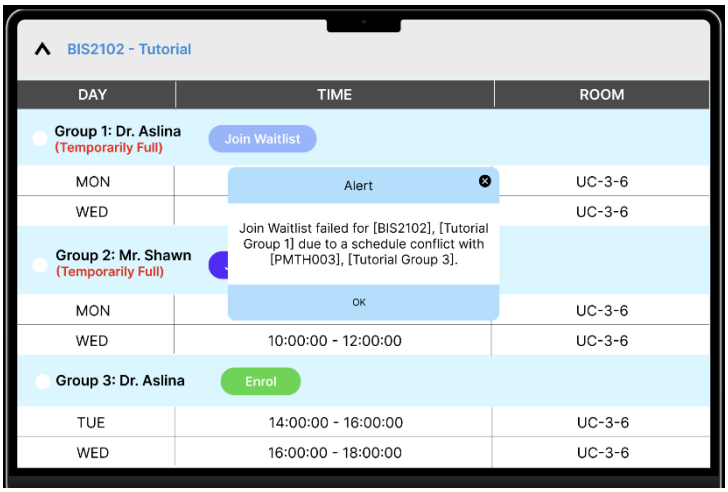
1.1 Join Waitlist

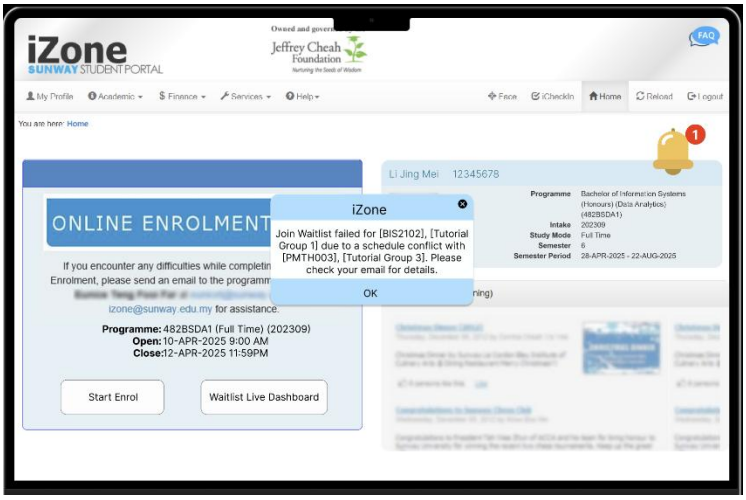
1.1.1 Test Case 1 – Waitlist Joined

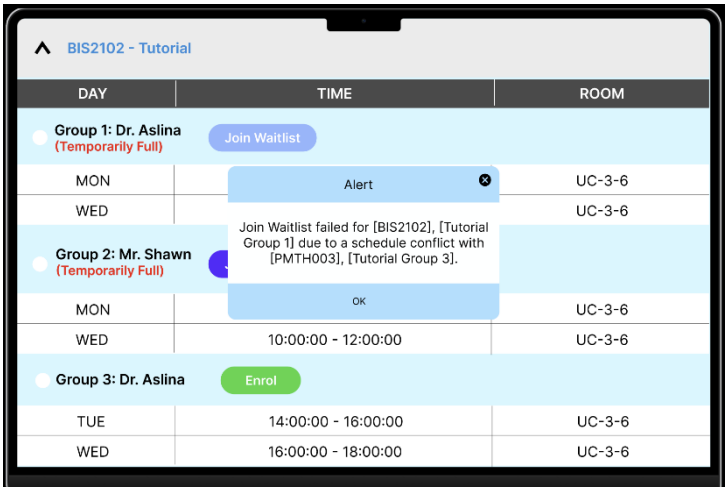
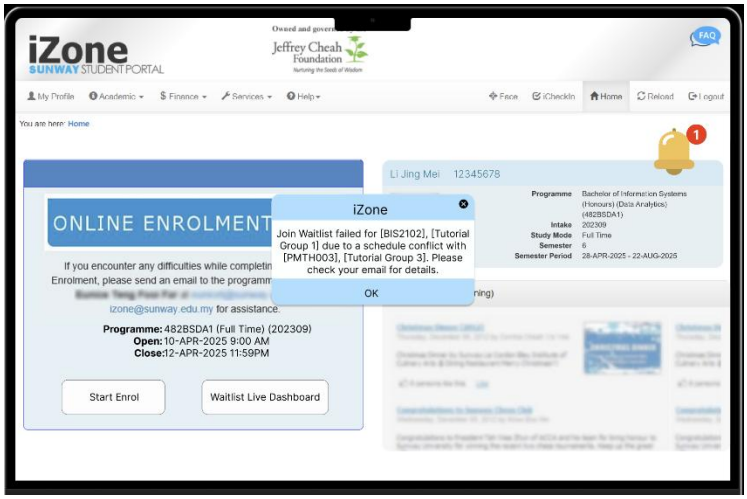
Test Objective	When user click on 'Join Waitlist' button, it becomes 'Waitlist Joined'.
Potential Test Inputs (with example)	Click 'Join Waitlist' for any timeslot
Expected Test Outputs (with example)	'Join Waitlist' button becomes 'Waitlist Joined' button in green. 
Test Procedures	1. Log in to iZone 2. Click "Start Enrol" to view the timetable that have been enrolled previously. 3. Click "Edit" to edit the subject enrolment. 4. Choose a subject time slot 5. Click 'Join Waitlist' button. 6. 'Join Waitlist' button turns to 'Waitlist Joined'

Actual Test Results	The actual test results are the same as the expected test output. All 10 respondents confirmed that the “Join Waitlist” button updates to “Waitlist Joined” in green after clicking. 

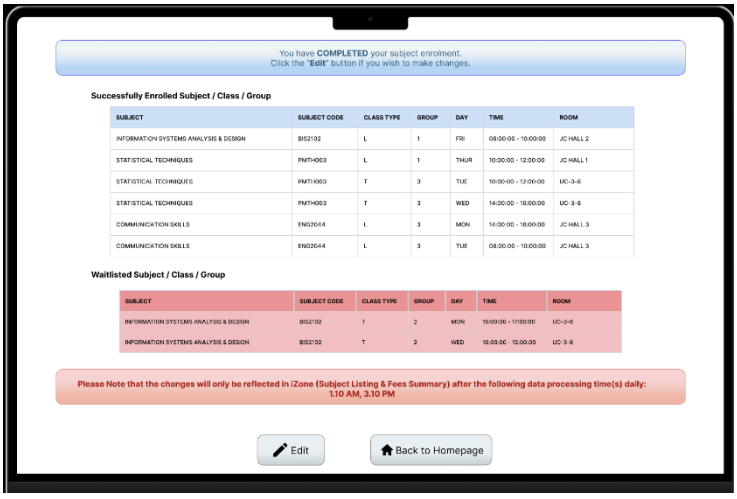
1.1.2 Test Case 2 – Schedule Conflict

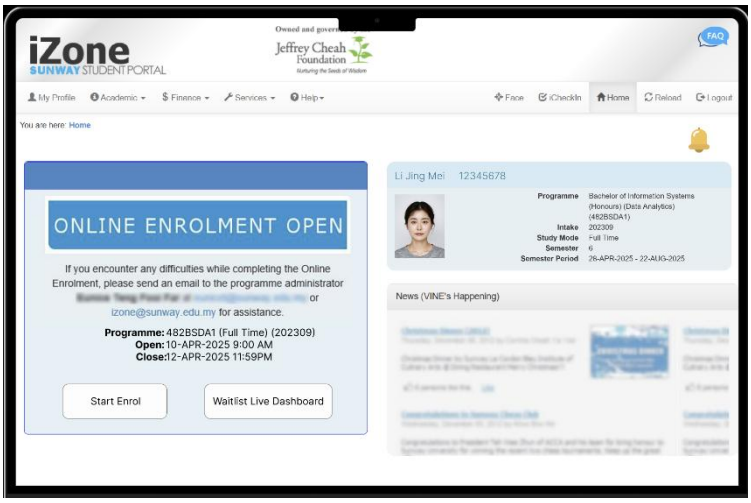
Test Objective	System prevents students from joining a waitlist if the selected class overlaps with their existing enrolled schedule. An alert is displayed when clicking "Join Waitlist" button.
Potential Test Inputs (with example)	Students click "Join Waitlist" for [BIS2102], [Tutorial Group 1], that clashes with an already enrolled class.
Expected Test Outputs (with example)	When students click "Join Waitlist" for a class that has a time conflict with existing enrolled class, an alert message pops out: "Join Waitlist failed for [Subject Code], [Group Number] due to schedule conflict with [Subject Code], [Group Number]."  When clicking "Back to Homepage" from the enrolment page, a red dot appears on the alert notification icon. When clicked, it shows the message: "Join Waitlist failed for [Subject Code], [Group Number] due to a schedule conflict

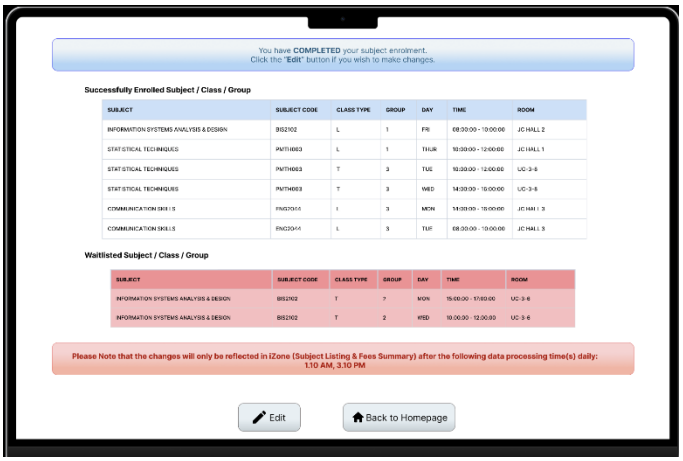
	with [Subject Code], [Group Number]. Please check your email for more details.” 
Test Procedures	1. Log in to iZone. 2. Click “Start Enrol” to view the timetable that have been enrolled previously. 3. Click “Edit” to edit the subject enrolment. 4. Click “Enrol” to PMTH003 (Tutorial), Group 3 5. Click “Join Waitlist” for BIS2102 (Tutorial), Group 1 6. Alert message pops out showing schedule conflict. 7. Click ‘Back to Homepage’ 8. Click notification icon at the top right 9. Alert message pops out showing schedule conflict.

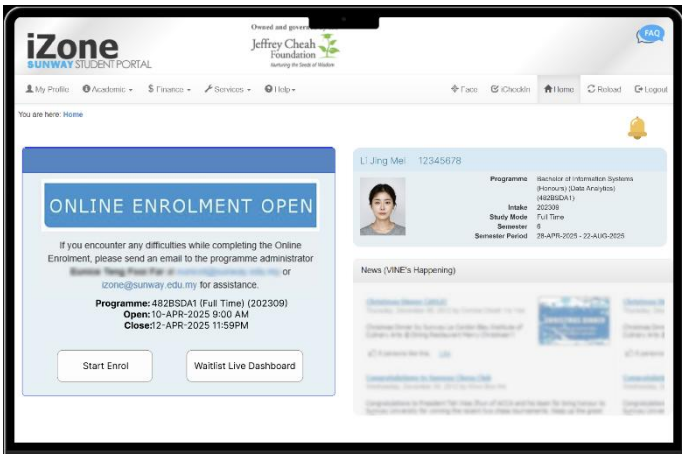
Actual Test Results	The actual test results are the same as the expected test results. 90% of the respondents stated that the alert worked as intended.  

1.1.3 Test Case 3 – Submit & Back to Homepage

Test Objective	Student clicking "Submit" it will navigate to the timetable page, clicking 'Back to Homepage' will navigate to the iZone Homepage.
Potential Test Inputs (with example)	Students click the "Submit" button before or after they joined the waitlist. Students click "Back to Homepage" button.
Expected Test Outputs (with example)	User will be navigated to Subject Enrolment Timetable page when they click 'Submit' button. If they joined a waitlist and click 'Submit', it will navigate to this Subject Enrolment Timetable page: 

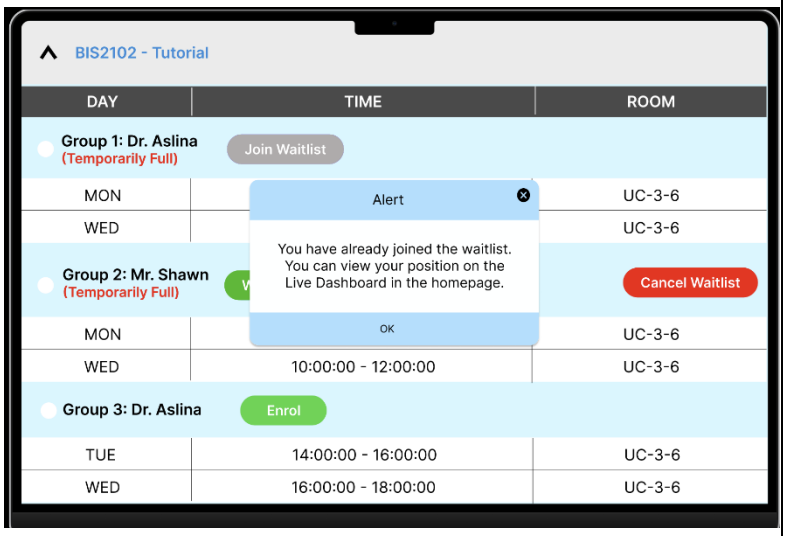
	User will be navigated to iZone Homepage when they click ‘Back to Homepage’ button. 
Test Procedures	For ‘Submit’ button: 1. Log in to iZone. 2. Click “Start Enrol” to view the timetable that have been enrolled previously. 3. Click “Edit” to edit the subject enrolment. 4. Choose a subject time lot 5. Click ‘Join Waitlist’ button to join waitlist for a time slot 6. Click ‘Submit’ button 7. Page navigates to Subject Enrollment Timetable Page For ‘Back to Homepage’ button: 1. Log in to iZone.

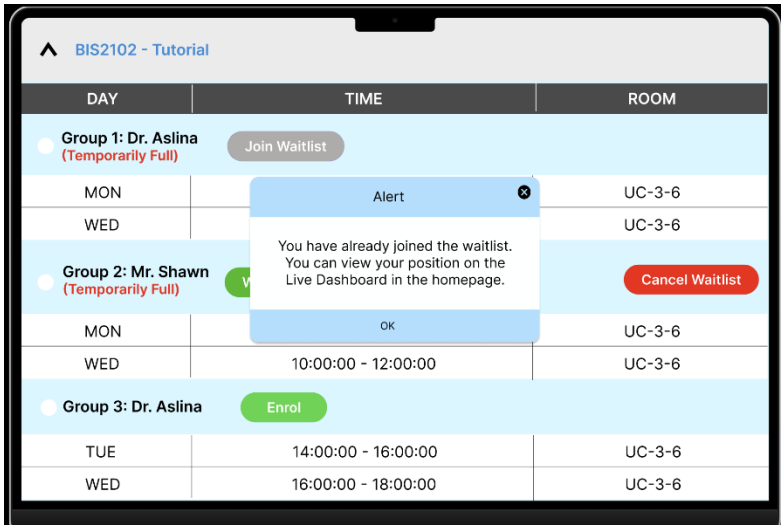
	2. Click “Start Enrol” to view the timetable that have been enrolled previously. 3. Click “Edit” to edit the subject enrolment. 4. Click ‘Back to Homepage’ button if user didn’t wish to do join any waitlist or enroll in any class. 5. Page navigates to iZone Homepage
Actual Test Results	The actual test results are the same as the expected test output. When user joined a waitlist and click ‘Submit’, it navigated to this Subject Enrolment Timetable page: 

	User is navigated to iZone Homepage when they clicked 'Back to Homepage' button.  All the respondents mentions that upon clicking both the "Submit" and "Back to Homepage" button, they were redirected appropriately.

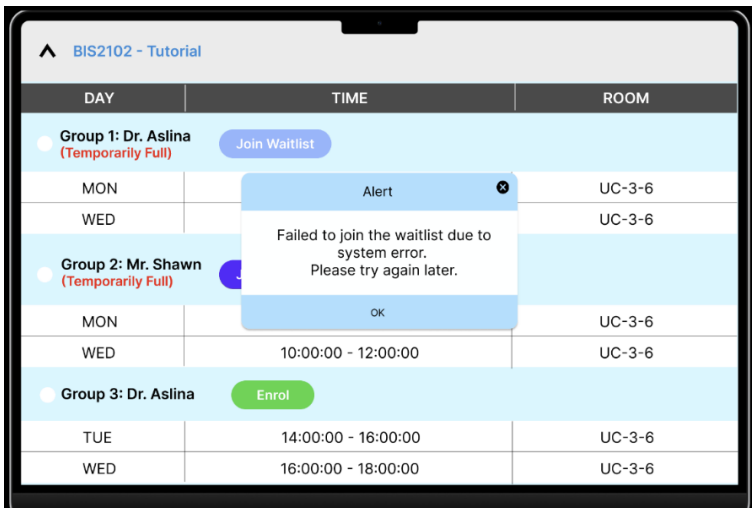
1.1.4 Test Case 4 – Duplicate Join Alert

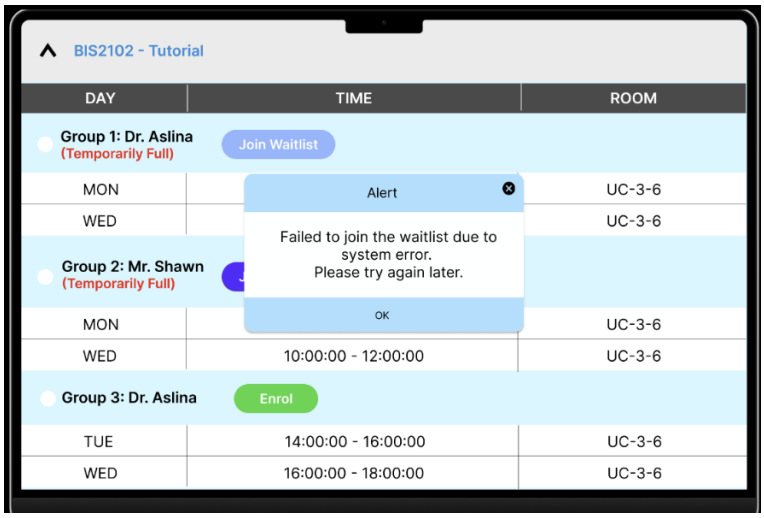
Test Objective	If student click 'Waitlist Joined' again it will show a pop-up notification saying students already join waitlist.
Potential Test Inputs (with example)	Students click the Join Waitlist button again after they have joined the waitlist

Expected Test Outputs (with example)	Waitlist Joined message pop up: "You have already joined the waitlist. You can view your position on the Live Dashboard in homepage." 
Test Procedures	1. Log in to iZone. 2. Click "Start Enrol" to view the timetable that have been enrolled previously. 3. Click "Edit" to edit the subject enrolment. 4. Choose a subject time lot (BIS2102, Tutorial Group 2). 5. Click 'Join Waitlist' button 6. Click 'Waitlist Joined' button again 7. Alert message pops out showing waitlist joined

Actual Test Results	The actual test results are the same as the expected test output.  All the respondents stated that the alert was displayed correctly.

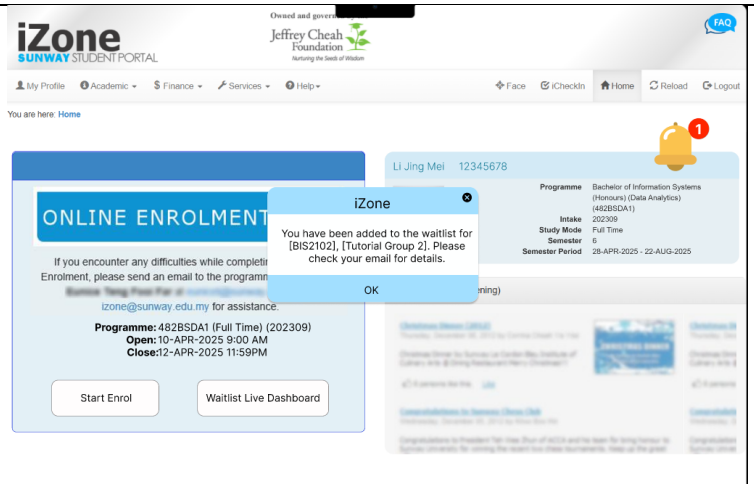
1.1.5 Test Case 5 – System Error

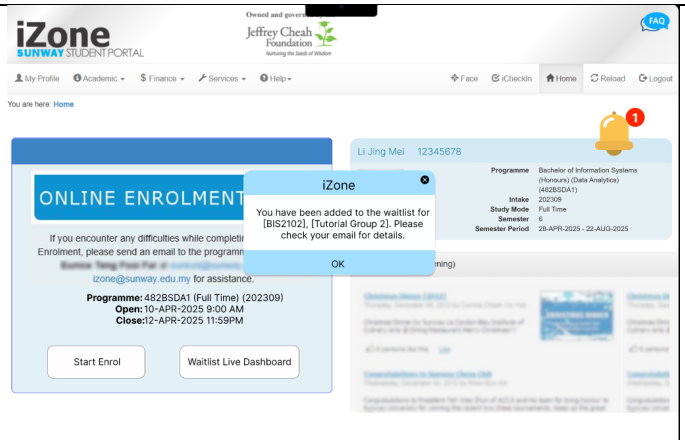
Test Objective	System shows error message when user click on 'Join Waitlist' button.
Potential Test Inputs (with example)	Click 'Join Waitlist' for any timeslot on 'System Error' page
Expected Test Outputs (with example)	Error message pop up: "Failed to join waitlist due to system error. Please try again later." 
Test Procedures	1. Click 'System Error When Join Waitlist' flow on the left panel. 2. Choose a subject time slot 3. Click 'Join Waitlist' button 4. Alert message pops out showing system error
Actual Test Results	The actual test results are the same as the expected test output.

	 60% of the respondents saw the correct error message whereas the other 40% did not. This may due to difficulty in navigation to the system error page.

1.2 Auto Enrolment with Notification

1.2.1 Test Case 1 – Alert Notification (Join Waitlist)

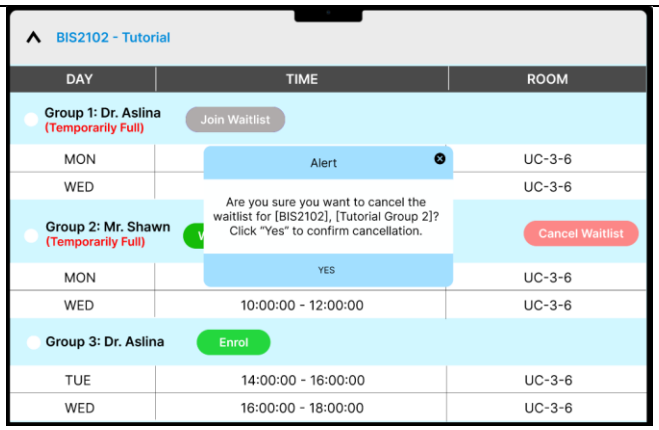
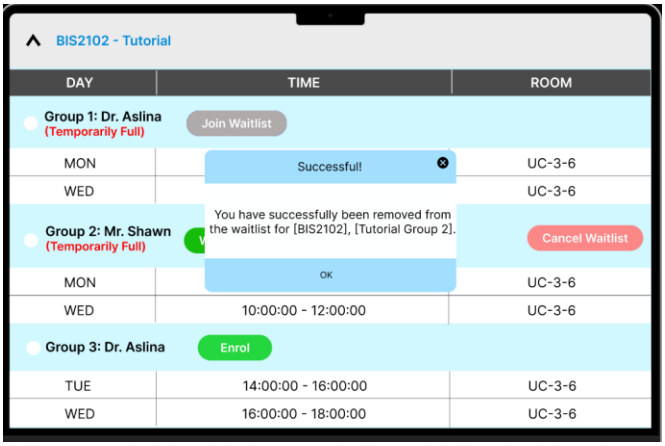
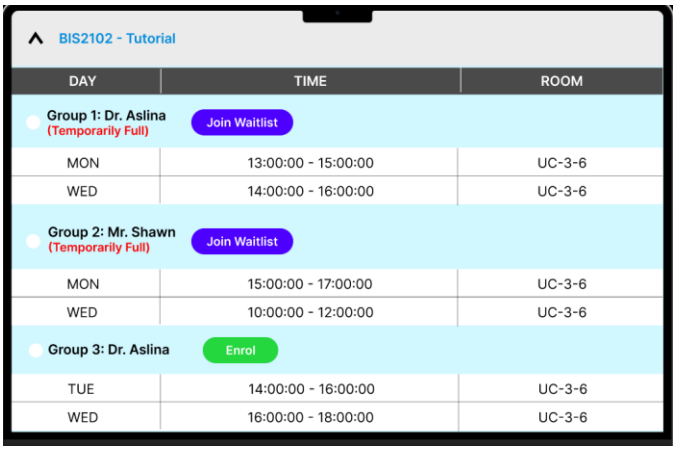
Test Objective	When a user joins the waitlist, an alert on the iZone homepage will display "You have been added to the waitlist for [Subject code], [Group Number]. Please check your email for details."
Potential Test Inputs (with example)	After a user clicks 'Join Waitlist' for a full class, a red dot appears on the alert notification when they return to the homepage. Users can click the alert icon to view the message.
Expected Test Outputs (with example)	 An alert notification pops up on the homepage after joining a waitlist and clicking the bell icon with red dot. Click "OK" or "x" to return to the page, and the red dot from the bell icon will disappear. Example: After joining a waitlist, an alert message is displayed: "You have been added to the waitlist for

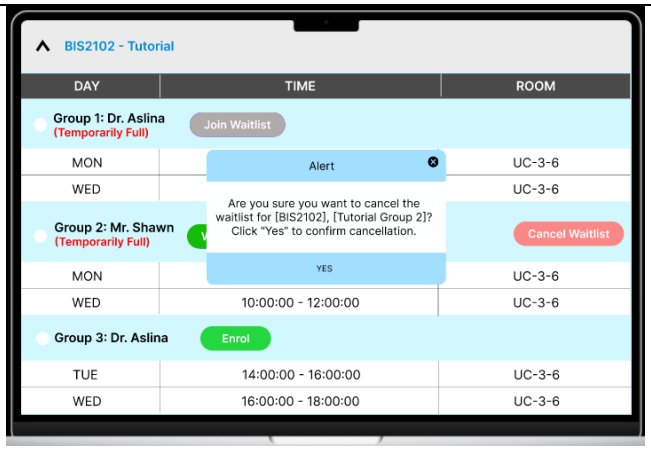
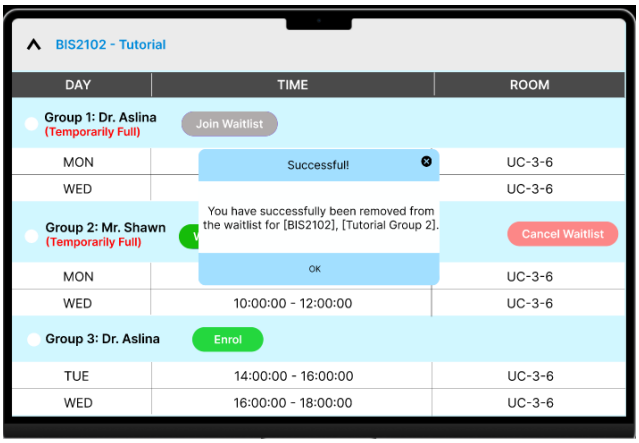
	[BIS2102], [Tutorial Group 2]. Please check your email for details." This appears when you return to the homepage and click the bell icon.
Test Procedures	1. Click "Start Enrol" to begin subject enrolment. 2. Choose desired subject time slot that is temporarily full. 3. Click "Join Waitlist" button 4. Click on the "Submit button" 5. User will be redirected to a page showing timetables of subjects enrolled and waitlist joined. 6. Click on "Back to Homepage" button to return to the iZone homepage. 7. The homepage will show a bell icon with a red dot, click on the icon. 8. A pop up notification displaying "You have been added to the waitlist for [Subject code], [Group Number]. Please check your email for details."
Actual Test Results	

	10/10 respondents stated that the notification appeared as expected.

1.2.2 Test Case 2 – Cancel Waitlist

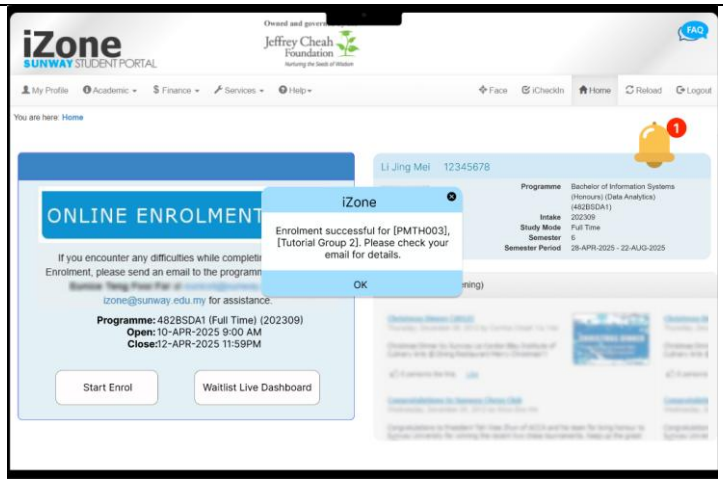
Test Objective	System shows a message to confirm cancellation when clicking 'Cancel Waitlist' button and another alert message to show successful cancellation. By closing the alert message on successful cancellation, the page will navigate back to the initial subject enrollment page.
Potential Test Inputs (with example)	Click 'Cancel Waitlist' button for a 'Waitlist Joined' time slot.
Expected Test Outputs (with example)	1. Confirmation message pop up: "Are you sure you want to cancel waitlist for [Subject Code], [Group Number]? Click yes to confirm cancellation." 2. After clicking 'Yes', alert message pop up: "You have successfully been removed from the waitlist for [Subject Code], [Group Number]. Please check your email for details." 3. Page navigate back to the initial subject enrollment page after closing the alert message.

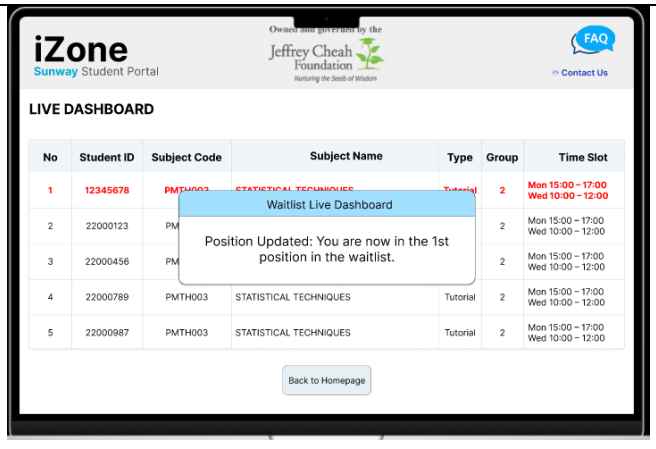
	  
Test Procedures	1. Open the subject enrolment page 2. Choose a subject time slot 3. Click 'Join Waitlist' button

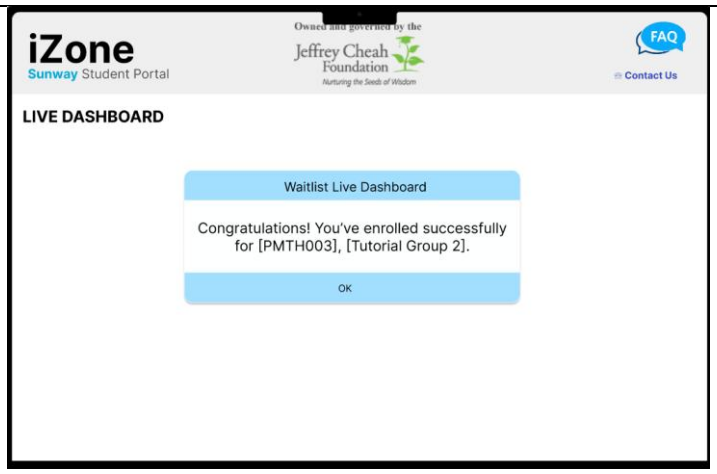
	4. Click ‘Cancel Waitlist’ button next to ‘Waitlist Joined’ button 5. Click ‘Yes’ to confirm cancellation 6. Click ‘Ok’ or ‘x’ on successful cancelation alert message
Actual Test Results	  All the respondents noted that they receive the confirmation and success message after cancelling the waitlist.

1.2.3 Test Case 4 – Auto-Enrol

Test Objective	To confirm that when a waitlist slot becomes available, the system auto-enrols the student, removes them from the

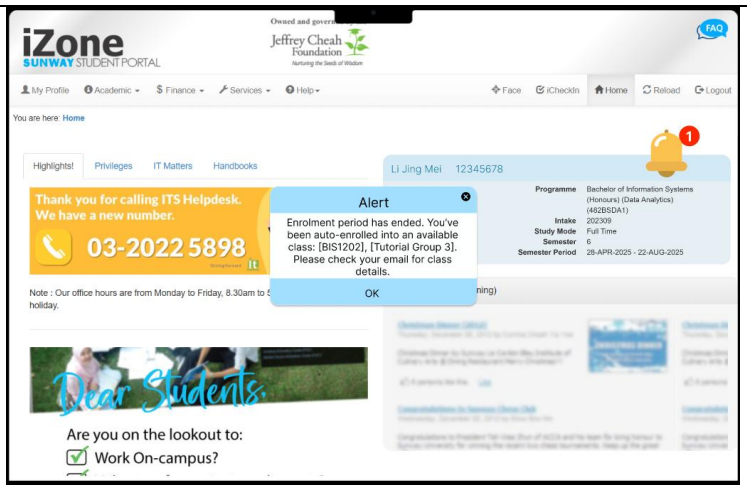
	waitlist, and displays a confirmation alert on the iZone homepage.
Potential Test Inputs (with example)	Click 'View Live Dashboard' for any timeslot and refresh the page. Next, return to the homepage and click on the bell icon with a red dot indicating that there is an alert.
Expected Test Outputs (with example)	 After refreshing the live dashboard which shows that the user has moved up to be the first in the dashboard, an alert notification pops up on the homepage, displaying " Enrolment successful for [Subject Code], [Group Number]. Please check your email for details."
Test Procedures	1. Click "Waitlist Live Dashboard" to view position in the waitlist 2. The page will auto-refresh, showing that the user went from being 5th in the waitlist queue to being the 1st.

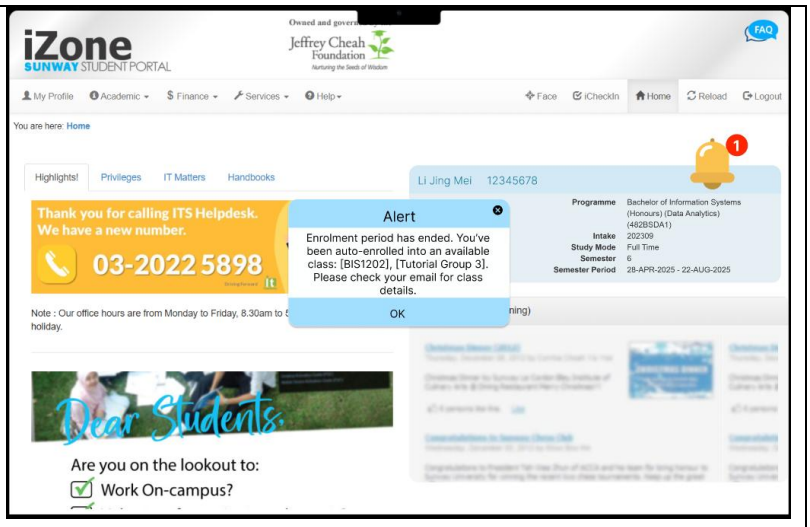
	3. The dashboard will have a pop-up notification displaying "Position Updated: You are now in the 1st position in the waitlist." 4. The page will then auto-refresh again and the dashboard will display "Congratulations! You've enrolled successfully for [PMTH003], [Tutorial Group 2]." 5. The dashboard will be empty as the user is removed from the waitlist 6. Click on "OK" button of the pop-up notification to return to the iZone homepage. 5. The homepage will show a bell icon with a red dot, click on the icon. 6. A pop up notification displaying "Enrolment successful for [Subject Code], [Group Number]. Please check your email for details."
Actual Test Results	

	 80% noted that they saw an alert saying that they were auto enrolled when the period for enrolment have ended.

1.2.4 Test Case 5 – Enrolment Period Ends

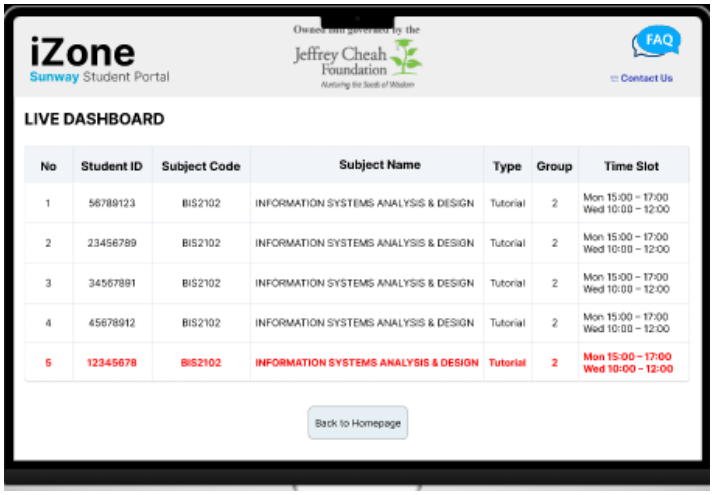
Test Objective	To confirm that the system displays an automatic alert after the enrolment period ends, informing students of their auto-enrolment into a time slot and guiding them to check their email.
Potential Test Inputs (with example)	When the enrolment period ends, students cannot click 'Start Enrol' or 'Live Dashboard'. An alert notification will appear on the homepage, and students can click on it to view the message.

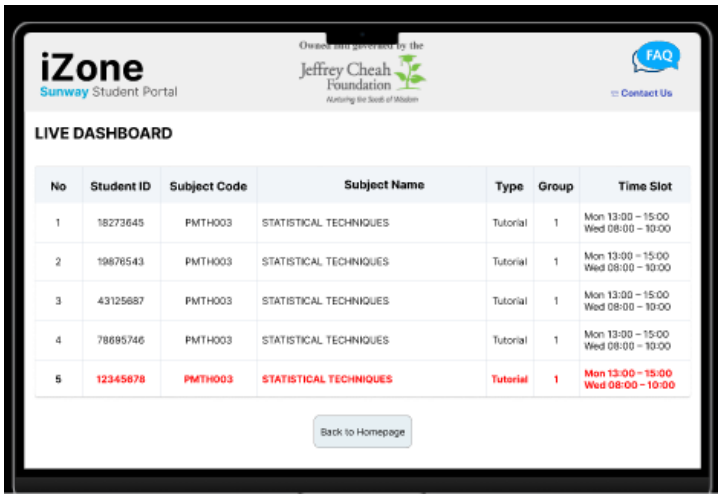
Expected Test Outputs **(with example)**	 When the enrolment period ends, the bell icon on homepage displays a red dot, when clicked it, alert message pops up showing "Enrolment period has ended. You've been auto enrolled into an available class: [Subject Code], [Group Number]. Please check your email for class details." Students are enrolled to other available class.
Test Procedures	1. Log into iZone 2. Click on the bell icon in the iZone homepage 3. A notification will pop up showing "Enrolment period has ended. You've been auto enrolled into an available class: [Subject Code], [Group Number]. Please check your email for class details."

Actual Test Results	 80% mentioned that the alert appeared after the enrolment period ended.

1.3 Live Dashboard

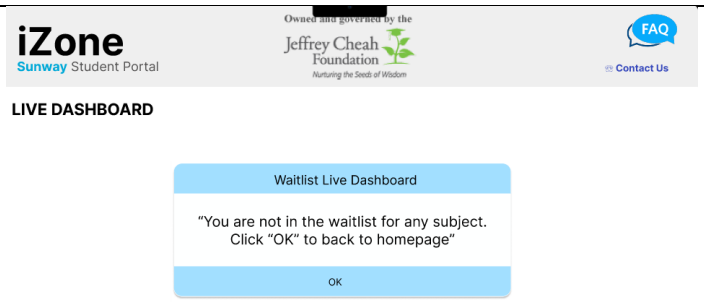
1.3.1 Test Case 1 – Current Waitlist Status

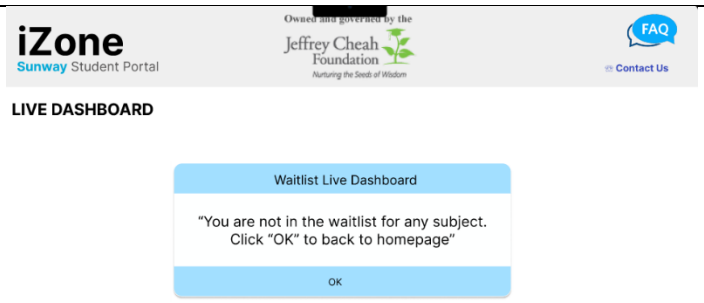
Test Objective	To confirm that the live dashboard shows the most current waitlist status immediately after a student joins the waitlist.
Potential Test Inputs (with example)	After enrolling for a waitlist, the dashboard will display the student's waitlist position in the dashboard. After clicking the "Live Dashboard" button, the user will be navigated to the dashboard page.
Expected Test Outputs (with example)	The dashboard shows that the Student with ID 12345678 is on the BIS2102 waitlist for Tutorial Group 2. Waitlist position is shown. The position of the student is at No 5. 
Test Procedures	1. After enrolled to the waitlist for BIS2124 Tutorial Group 2 by clicking "Join Waitlist" button, and then click the "Submit" button. 2. Then, click the "Back to Homepage" button.

	3. Click the "Live Dashboard" button on the enrolment section. 4. The user will be navigated to the dashboard page and now can view their position in the waitlist.
Actual Test Results	100% of the respondents mention that the waitlist position was displayed correctly. 

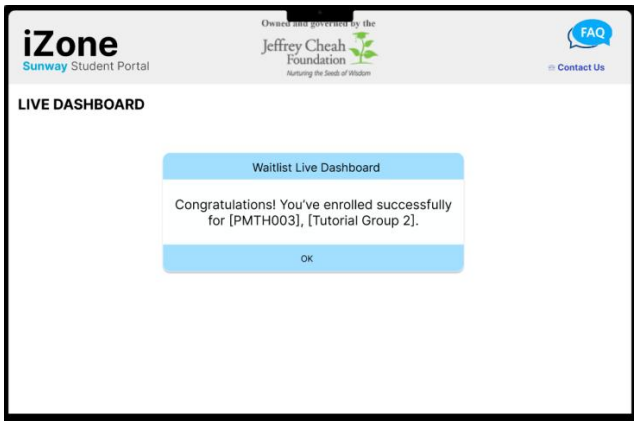
1.3.2 Test Case 2 – Updated Dashboard (Cancel Waitlist)

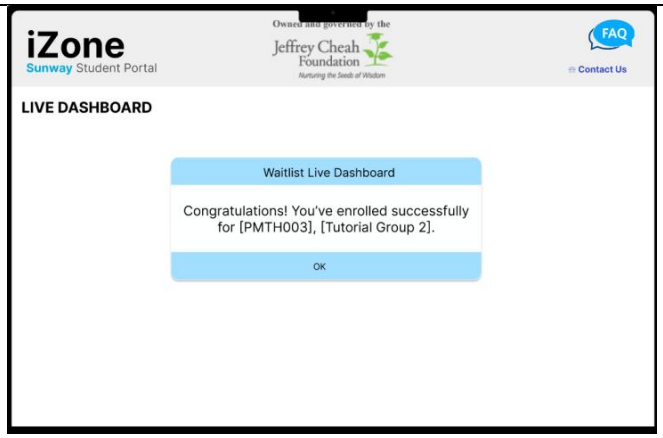
Test Objective	To validate the functionality of the live dashboard for updates when a student cancels their waitlisted course.
Potential Test Inputs (with example)	After cancel waitlist, the dashboard will display that "You are not in the waitlist for any subject."
Expected Test Outputs (with example)	The dashboard will only show a message saying that the student is not in any waitlist.

	
Test Procedures	1. The student cancels the waitlist by clicking the "Cancel Waitlist" button in the enrolment page and clicks "Submit" button. 2. Then click the "Back to Homepage" button. 3. Later, clicks the "Live Dashboard" button on the enrolment section of the homepage. 4. The dashboard will display the message saying "You are not in the waitlist for any subject. Click "OK" to back to homepage."
Actual Test Results	60% of the respondents saw the updated message when they cancelled the waitlist whereas the other 40% either didn't check or were unclear.

1.3.3 Test Case 3 – Status Update for Auto-Enrolment

Test Objective	To confirm that the live dashboard updates when the student is auto enrolled into PMTH003 Tutorial Group 2 that the student waitlisted for.
Potential Test Inputs (with example)	After enrolling for a waitlist, the dashboard will display a message saying "Congratulation! You've enrolled successfully for [PMTH003], [Tutorial Group 2]."
Expected Test Outputs (with example)	The student is auto-enrolled to the class that they were waitlisted for. 

Test Procedures	1. The student is on the waitlist at No 5 position. 2. The waitlist is refreshed; hence the dashboard now displays that the student is at No 1 position of the waitlist. 3. Then, the student will be auto enrolled to the PMTH003 Group 2 tutorial when there is a slot available since they were the first in the waitlist. The waitlist and auto-enrolment follow First Come First Serve basis. 4. Once the student is auto enrolled the dashboard page will now display the following message: "Congratulation! You've enrolled successfully for [PMTH003], [Tutorial Group 2]."
Actual Test Results	 90% of the respondents mentioned that they saw the success message however the 10% did not check.

2.0. Initial Prototype

Link: https://www.figma.com/proto/AlRvWYK8g5C3TqoSxjjj4A/iZone-Waitlist-System?node-id=875-6361&t=qksV4VllHkzlRH72-1&scaling=scale-down&content-scaling=fixed&page-id=0%3A1&starting-point-node-id=875%3A6361&show-proto-sidebar=1

3.0. Testing Process

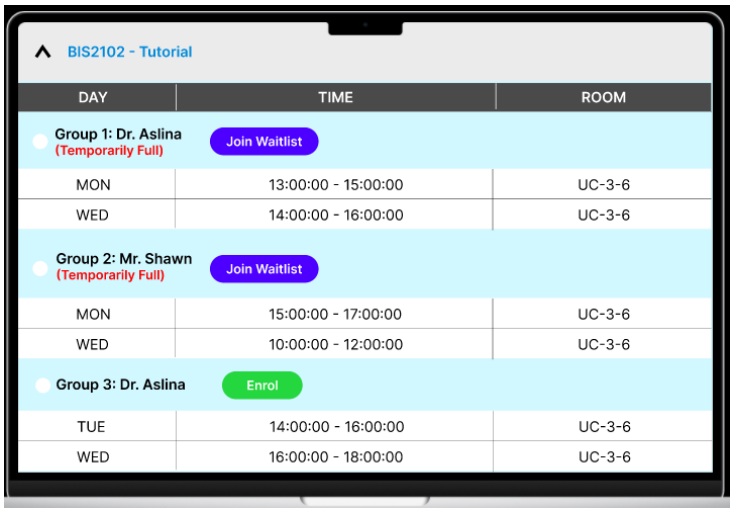
3.1. User Interface Design

The user interface (UI) for the waitlist enrolment system is designed to be intuitive. Efficient, and focused on the user experience. The design prioritizes clarity, accessibility, and responsiveness across key user flows, especially during critical actions such as joining waitlist, viewing status, and receiving notification.

3.1.1 Design Principles Applied

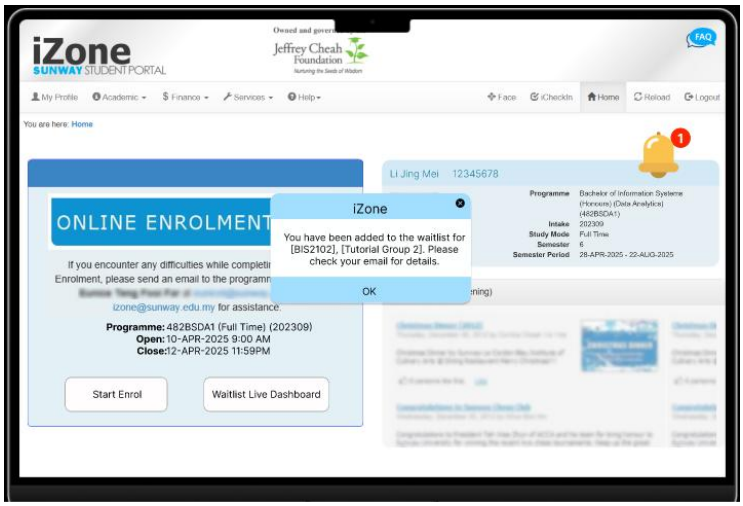
- Simplicity: Clean layout with minimal clutter to guide user actions

  Proof:



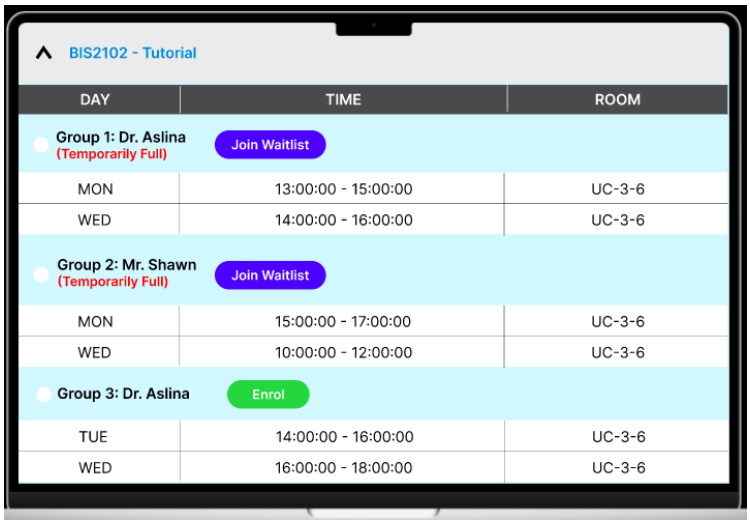
- Consistency: Uniform styling for button, alerts, and fonts throughout all screens
- User-Centered Design: Focus on student needs during high-stress enrolment periods.
- Feedback-Oriented: Immediate visual and message feedback for actions taken.

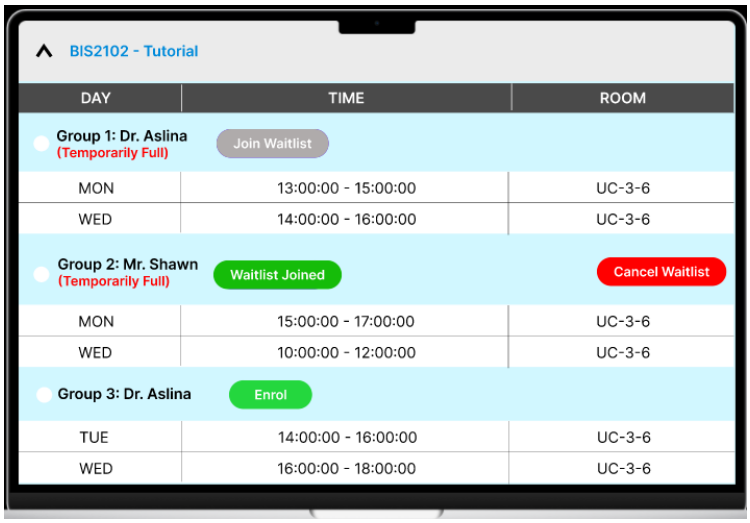
  Proof:



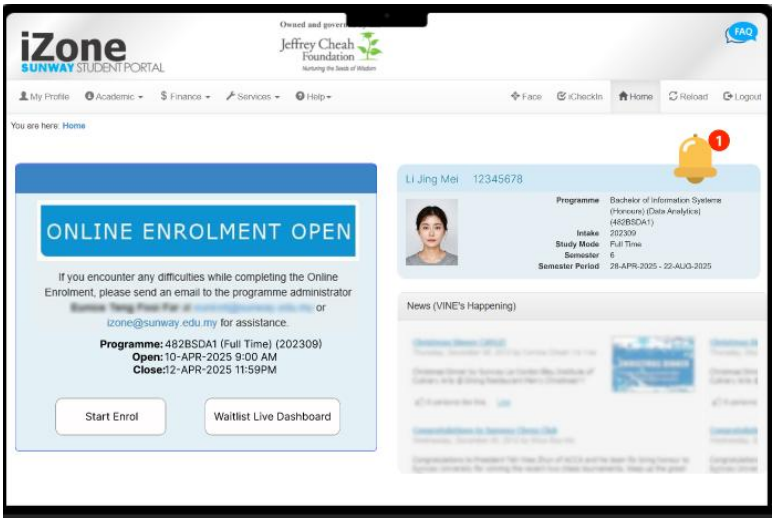
- Accessibility: High-contrast colours and large button sizes to accommodate various users.

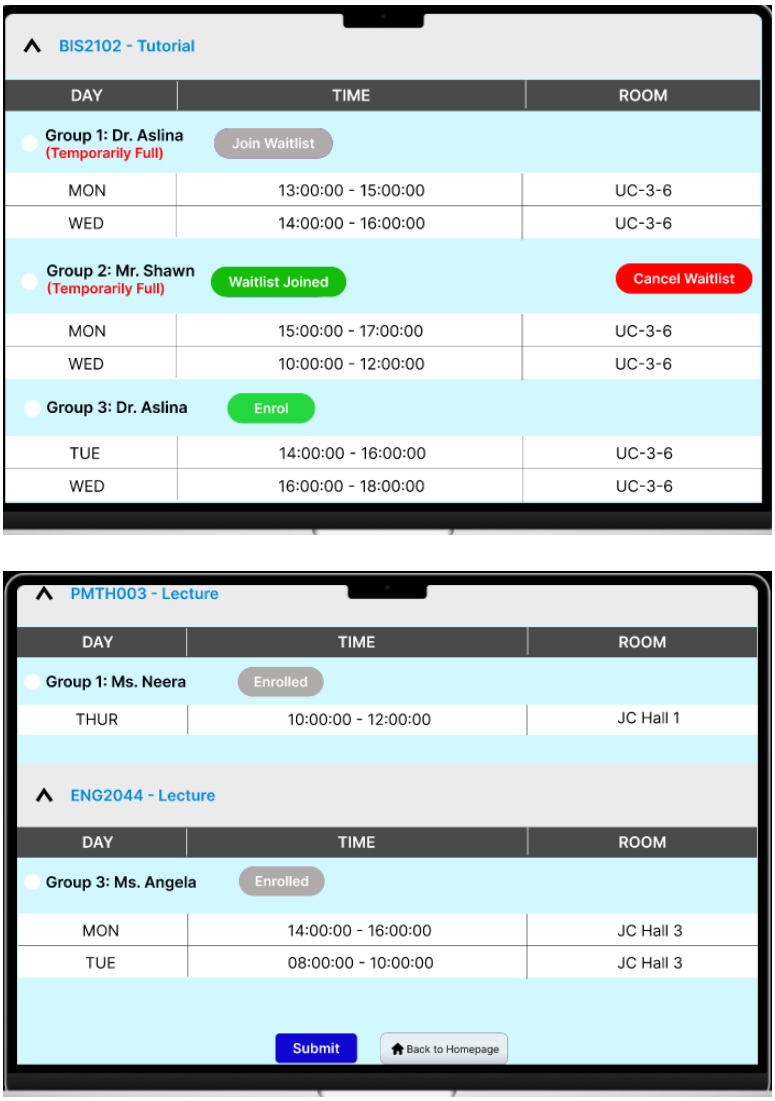
  Proof:

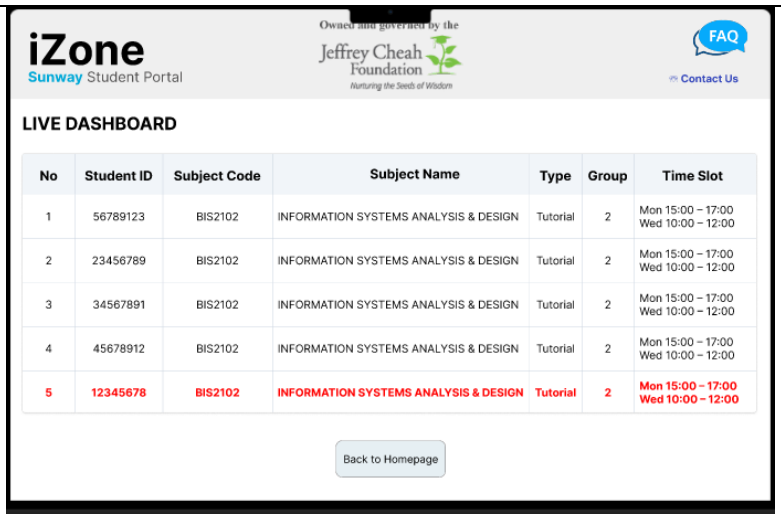
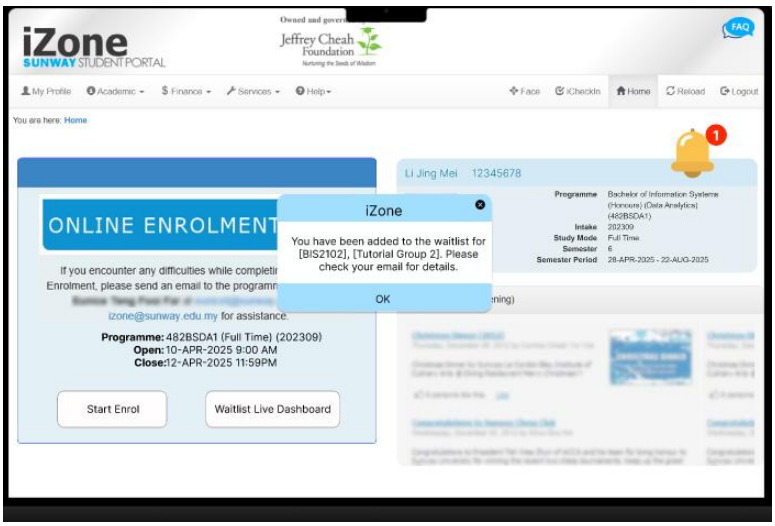




3.1.2 Key Screens & Descriptions

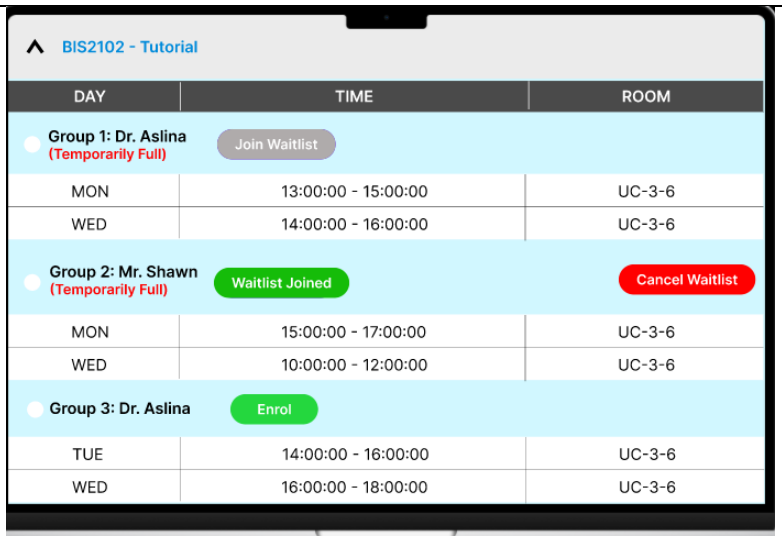
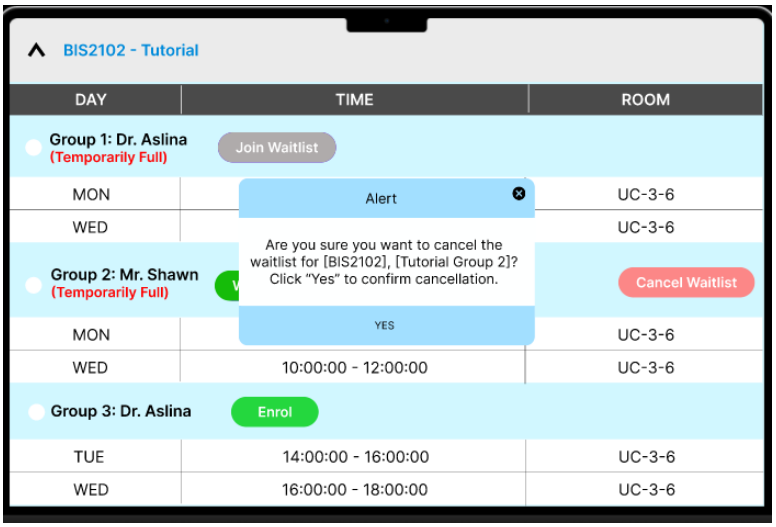
Screen	Descriptions
Homepage (iZone)	Central dashboard with quick access to “Start Enrol” button, “Live Dashboard” button and notification bell with red-dot indicator for new alerts. 

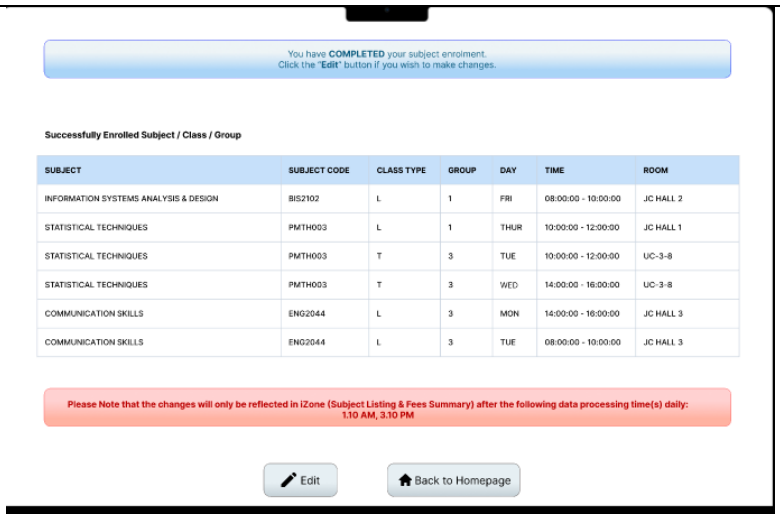
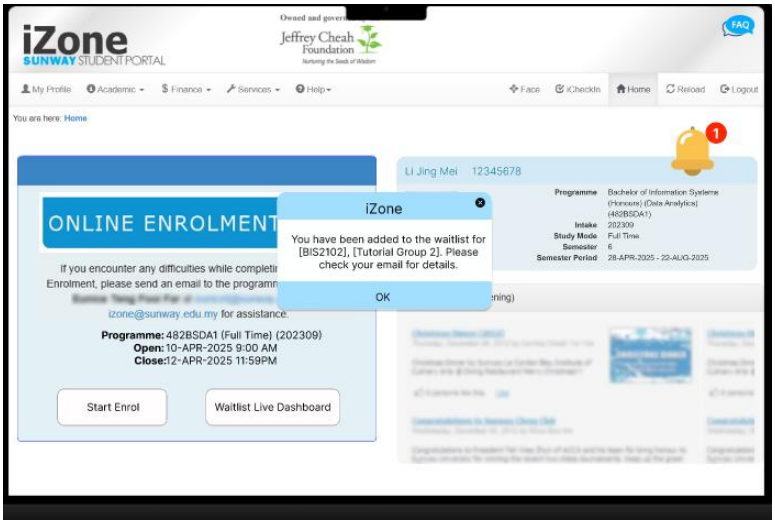
Subject Enrolment Page	Displays all available classes. Users can click “join Waitlist” or “Cancel Waitlist”. Also contains “Submit” and “Back to Homepage” buttons. 
Live Dashboard	Shows real-time waitlist position and updates. Includes refresh button and auto-enrolment success messages.

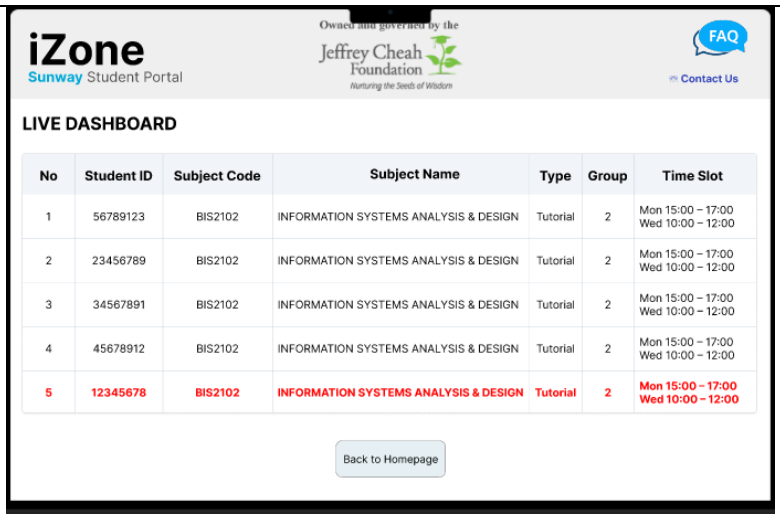
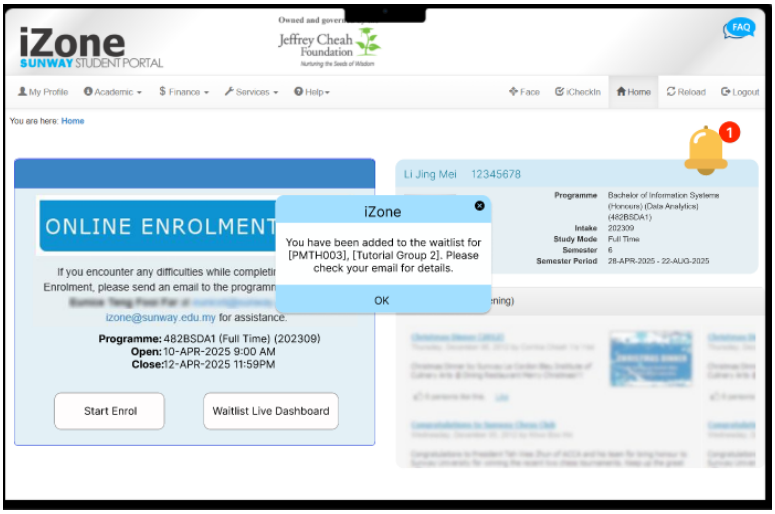
	
Notification Panel	Accessed via the bell icon. Displays pop-up alerts like waitlist join success, schedule conflicts, enrolment success, or system errors. 

3.1.3 Interactive Elements

Element	Function
Join Waitlist	Adds student to class waitlist and changes to “Waitlist Joined” in green. “cancel Waitlist” button pops up in red.

	
Cancel Waitlist	Prompts confirmation and removes student from waitlist upon confirmation. 
Submit	Finalizes enrolment/waitlist choices and navigates to timetable view.

	
Bell Icon	Displays notification such as conflict alerts, waitlist success, or system errors. 
Live Dashboard	Shows current queue position and updates upon refresh

	
End Enrolment Period	Triggers automatic enrolment into available slots and notifies user 

3.1.4 Colour and Layout Consistency

- Green = success state (Ex: “Waitlist Joined”)
- White backgrounds with clear sections to improve readability
- Consistent font and button styles across all screens

3.1.5 Accessibility & Responsiveness

- All buttons and text use high-contrast colours.

- Minimal use of dropdowns or hidden components – everything is easily clickable.
- Design works well on desktops.

3.2. Pilot Test

Assumption 1: Students can only join one waitlist at a time; If a student joins a waitlist for subject A, they can't join waitlist for subject B.

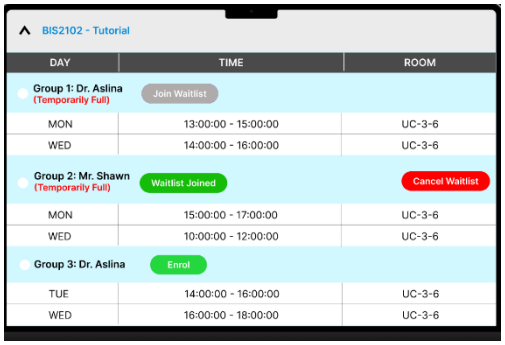
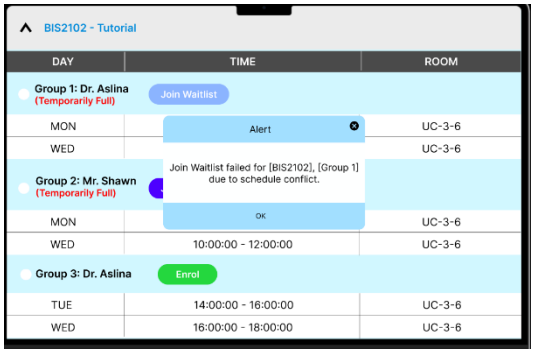
Assumption 2: Students can only choose to either 'enroll' into an available time slot or 'join waitlist' for a temporary full time slot for a subject; They can't enroll in a group and join a waitlist in another group of the same subject.

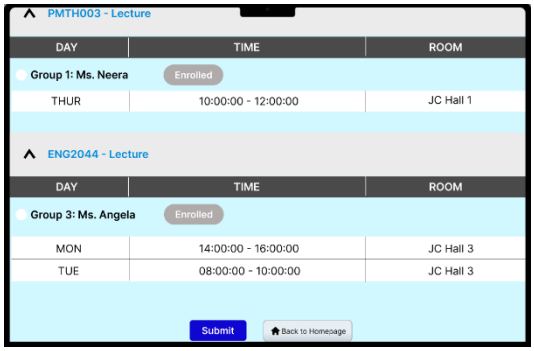
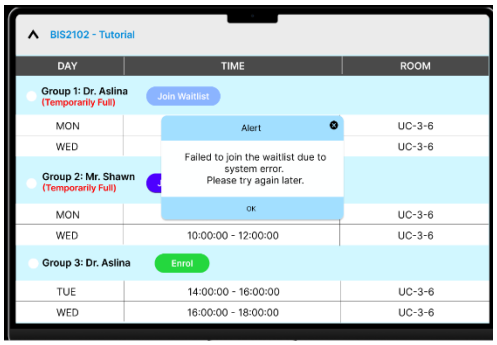
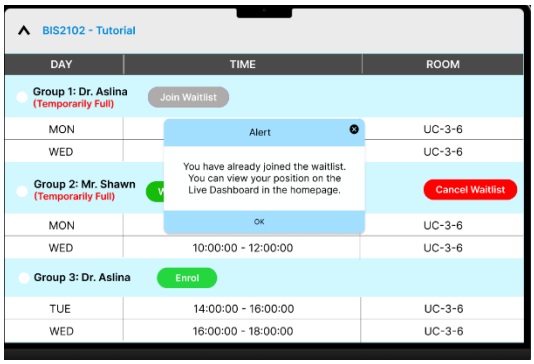
Testers Information

Use Case	**Testers Name**	**Student ID**
1. Join Waitlist	Cheong Jun Yuan	22065585
2. Auto Enrolment with Notification	Leong Khee Yan	22074124
3. Live Dashboard	Chen Shen	22065833

Use Case 1: Join Waitlist

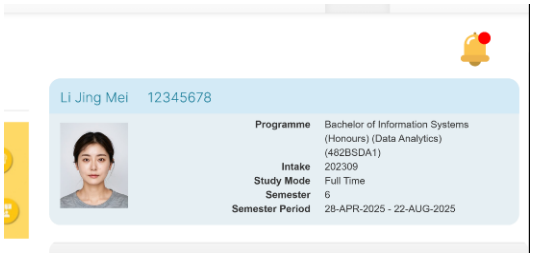
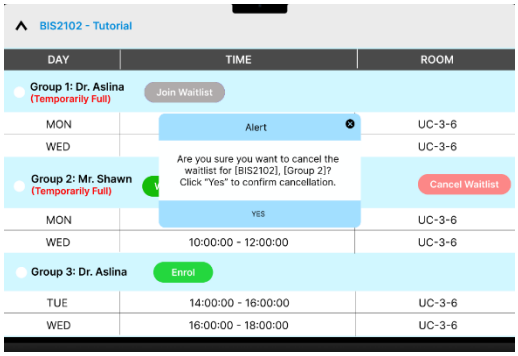
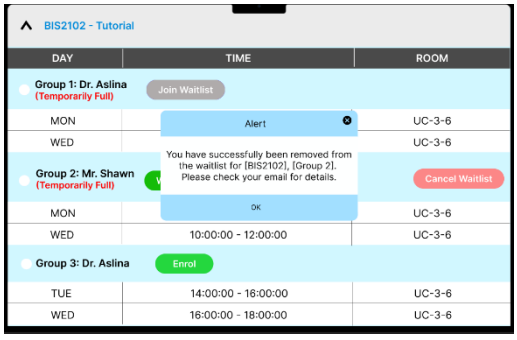
Feedback from Tester 1

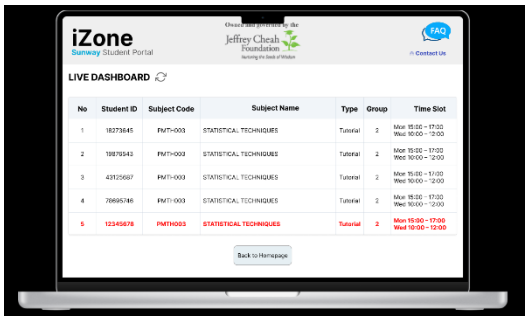
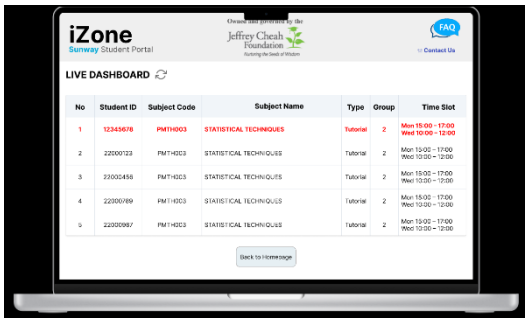
Test Case	Test Case Title	Actual Result	Feedback/Comments
1.1.1	Waitlist Joined	 Button change to “Wishlist Joined” after click on it	Work as expected. The response is immediate.
1.1.2	Schedule Conflict	 The user is blocked from joining due to a clash.	The Logic works. showing a clearer error message to users

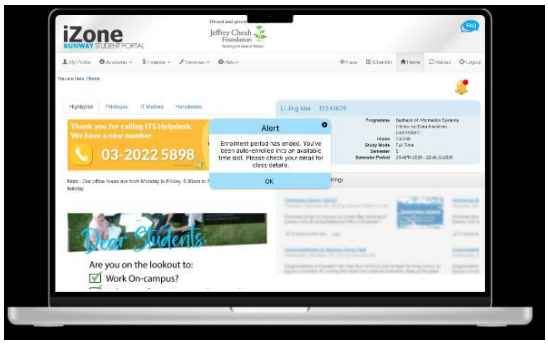
1.1.3	Submit & Back Navigation		The navigation is functional. No unexpected routing.
1.1.4	System Error	 The system displays an error message when it crashed.	The error handling exists for the system exist.
1.1.5	Duplicate Join Alert		The alert works successfully when a student is already on the waitlist for that time zone.

Use Case 2: Auto Enrolment with Notification

Feedback from Tester 2

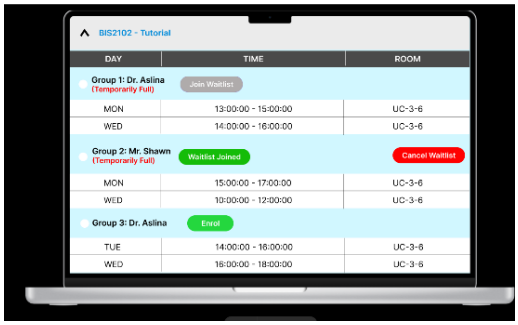
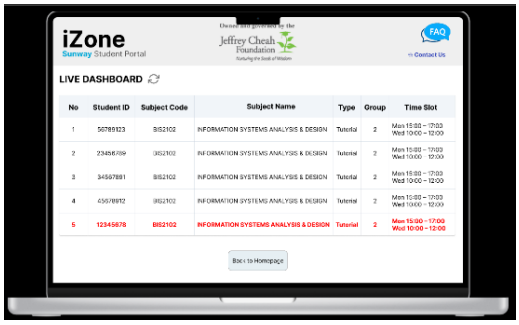
Test Case	Test Case Title	Actual Result	Feedback/Comments
1.2.1	Alert Notification	 Notification bell icon appears on homepage after waitlist submission.	It takes effort to notice the notification bell.
1.2.2	Cancel Waitlist	 	The cancel button is functional and user-friendly.

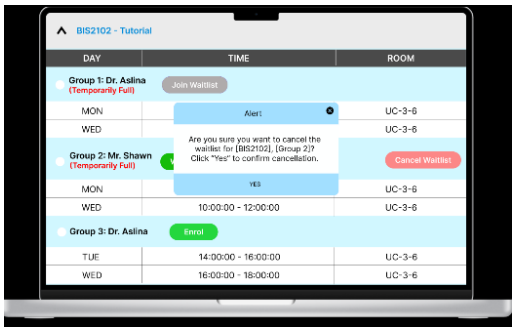
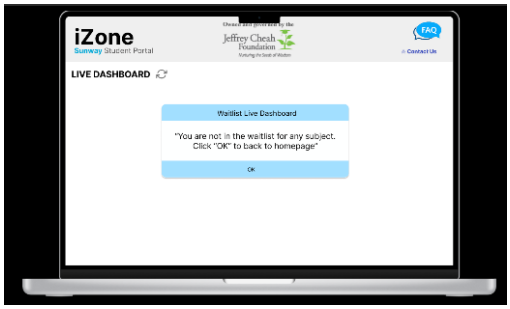
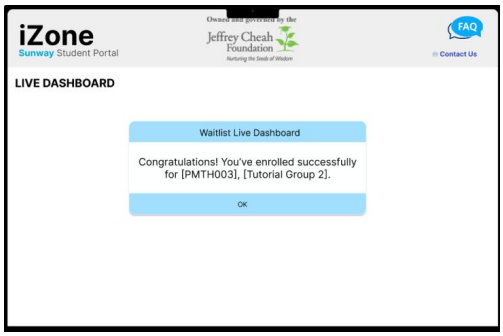
		Cancel prompt appears, and after confirmation, a success alert is shown.	
1.2.3	Auto-Enrol	 	Works correctly.

1.2.4	Enrolment Period Ends		The system behaves as expected. Email delivery confirmed.

Use Case 3: Live Dashboard

Feedback from Tester 3

Test Case ID	Test Case Title	Actual Result	Feedback/Comments
1.3.1	After Join Waitlist	 	Real-time updates work well.

		The waiting Dashboard displays waitlist position immediately	
1.3.2	After Cancel Waitlist	  Dashboard updates immediately and no waitlist entries are shown.	Successfully removes waitlist entry
1.3.3	Auto-Enrol Confirmation		End-to-end flow works. Great clarity.

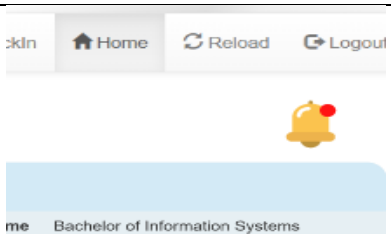
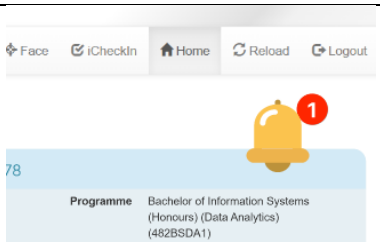
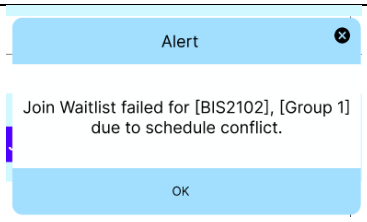
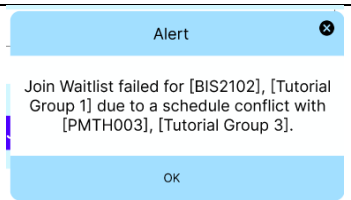
Overall Feedback

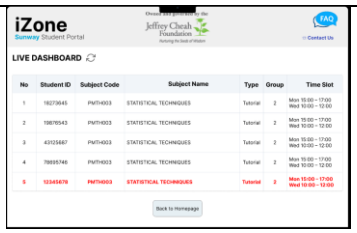
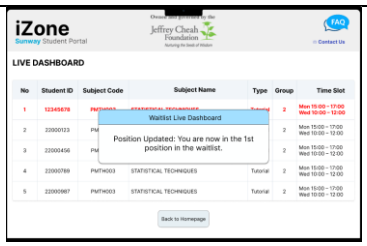
The system is easy to use and navigate. The flows work really well and the system updates in real-time making it easier for the users to be up to date with everything. The users find

the notification alert to be useful as it updates and reminds them to see their emails for more updates and such.

Areas of Improvements

The suers believe the bell icon is not visible enough especially when they receive a notification. The users also believe its best to include with which subject the schedule conflict occurs with to be clearer and make it easier for them to choose other groups. One of the testers also mentioned to make refreshing for live dashboard into automated once instead of clicking it manually so that it is auto refreshing when the waitlist position is being updated in real-time.

Changes	Before	After
Bell Icon – made it more visible in the homepage		
Amend the schedule conflict message		

Refresh button is removed to make it auto refresh in the dashboard		

3.3. Usability Testing

Link to the survey questions: https://forms.gle/Ro7jyi51GUykDrhV6

Link to the responses by the respondents: https://docs.google.com/spreadsheets/d/16PRW_PLOq5dH84QmoiF-HwaEwLnq2zVWbCO0K7gcbLM/edit?usp=sharing

Overall Feedback from the System Usability Scale (SUS)

According to the SUS, the result was a high score of 80.75 indicating that the system has a strong performance of effective, efficiency, and overall satisfaction among the testers. They believed this system were very well integrated and that it would be very easy for most people to learn this system.

Based on the feedback above, it is sure that this system has all the core flows functioning reliably. The visual and system feedback is also consistent and clear. The users found that the interface is intuitive, simple and navigable.

Although there are some areas for improvement where some of the functions such as the auto-enrolment, and error handling need clearer instructions for testers. A few users reported friction so we should consider streamlining flows further or providing first-time user guidance.

4.0. Final Prototype

Link: https://www.figma.com/proto/AlRvWYK8g5C3TqoSxjjj4A/iZone-Waitlist-System--Initial-Prototype-?node-id=419-388&p=f&t=OVNLSf8JjvlHRSFs-1&scaling=scale-down&content-scaling=fixed&page-id=10%3A3&starting-point-node-id=502%3A246&show-proto-sidebar=1

Improvements made compared to the initial prototype was that the notification icon when notifying the student was made bigger with a red dot so that the student can see the bell icon more visibly and clearly to know that they received a notification from the system.
The second improvement made was to mention with which class was the schedule conflict occurred with. Ex: For BIS 2104 Tutorial Group 1 have a schedule conflict with PMTH003 Tutorial Group 2. This will be shown clearly to the student when they click the “Join Waitlist” button.

5.0. Digital Mockup

Figure 1: Login Page

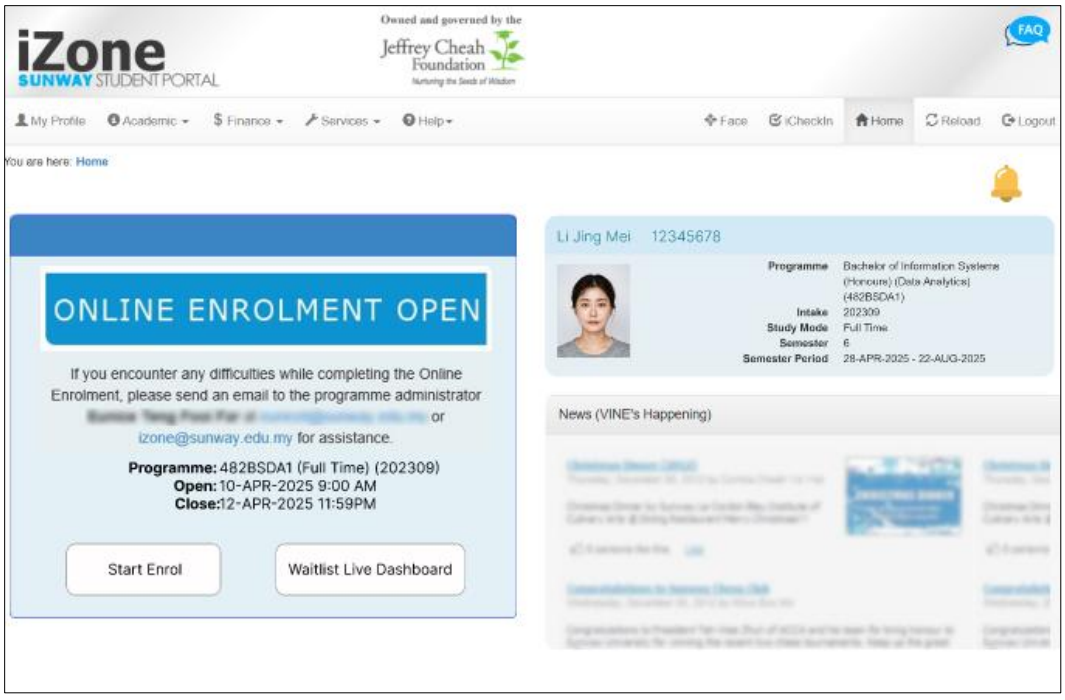


Figure 2: iZone Homepage

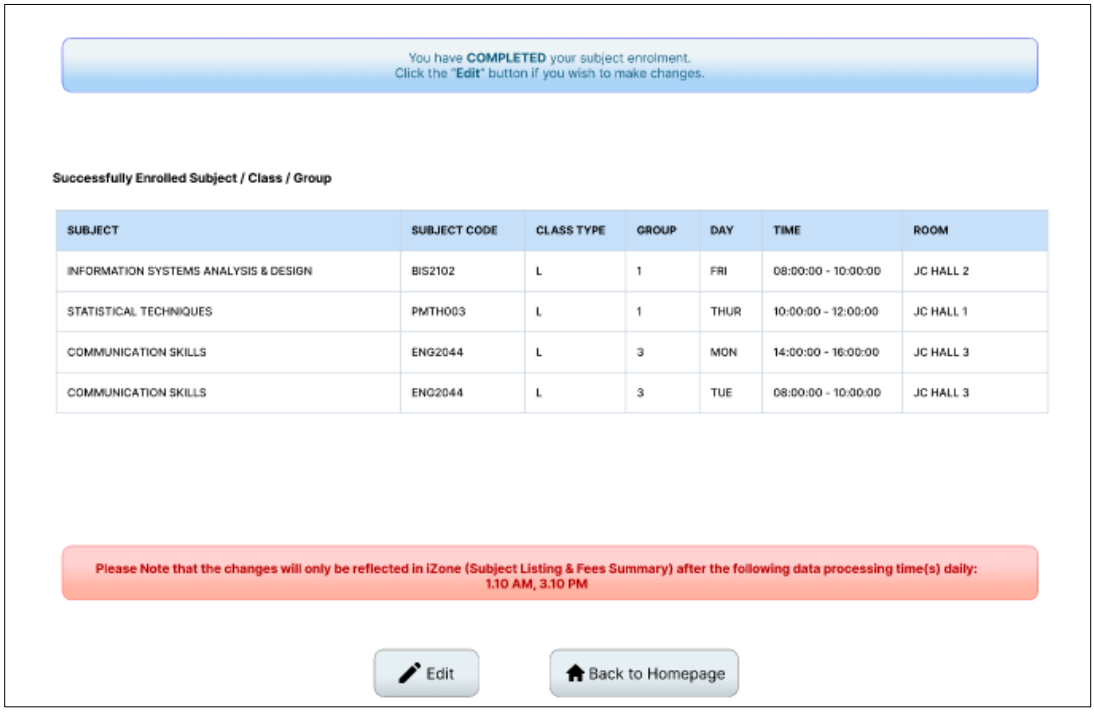


Figure 3: Timetable View Page

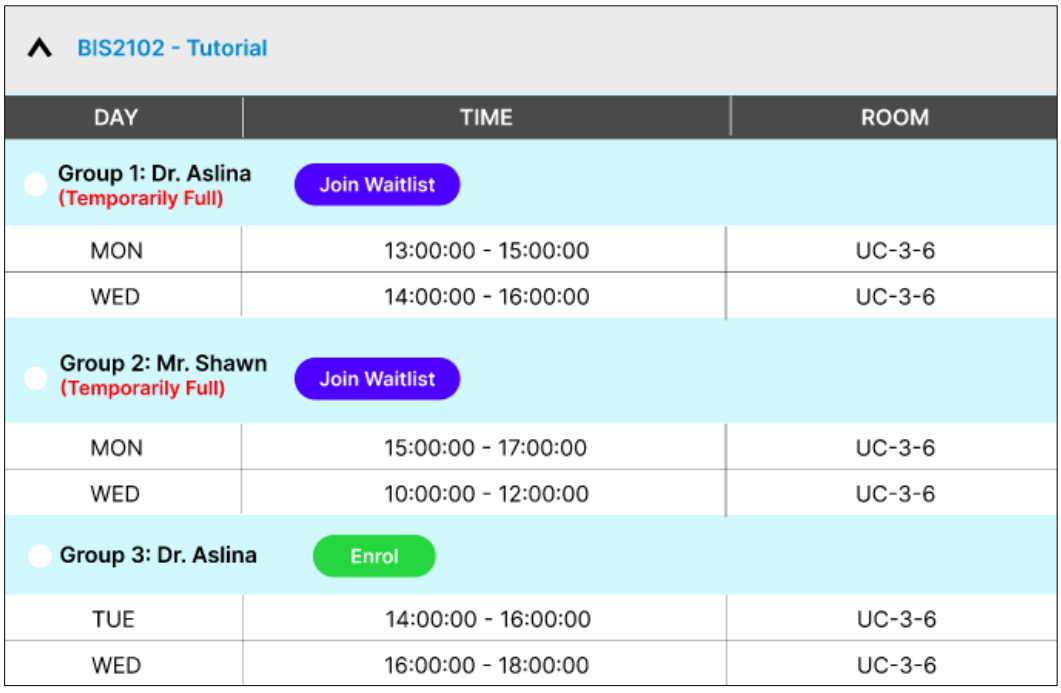


Figure 4: Subject Enrolment & Join/Cancel Waitlist Page

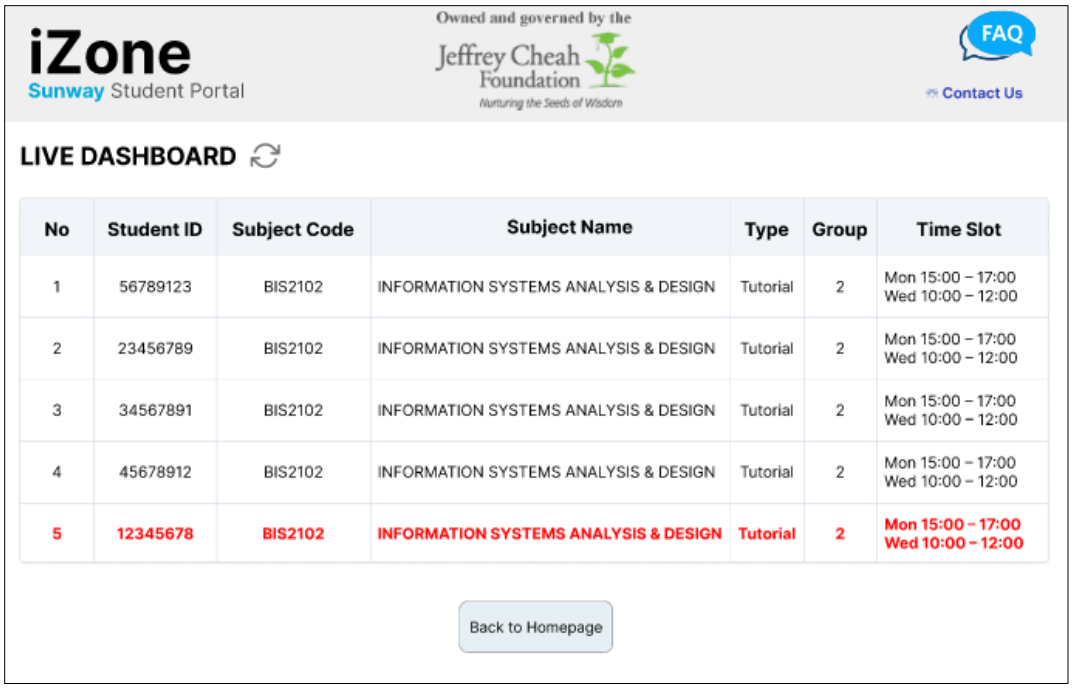


Figure 5: Live Dashboard Page

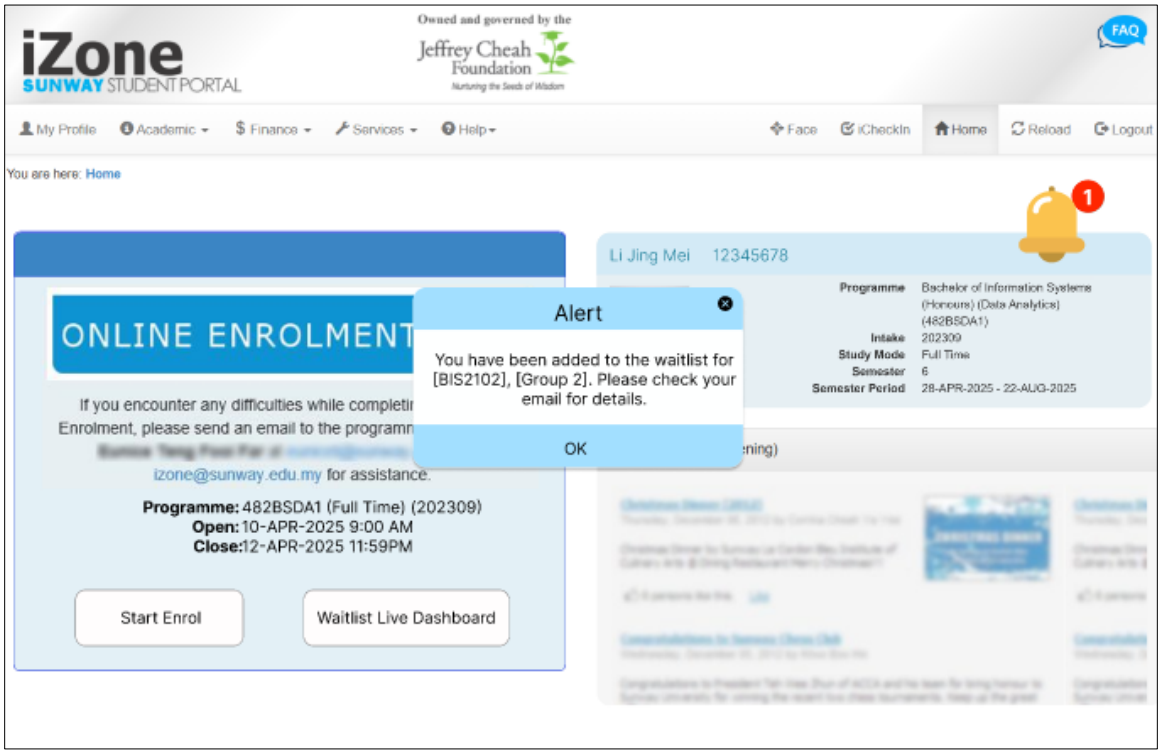


Figure 6: Homepage with notification bell icon

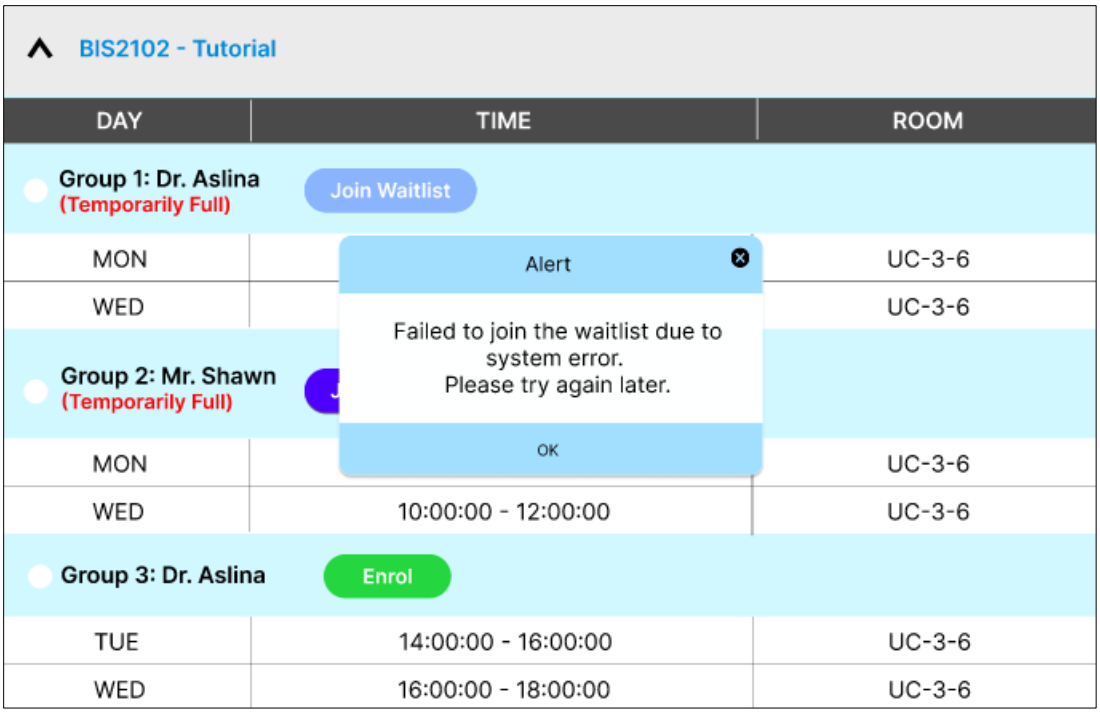


Figure 7: System Error Page

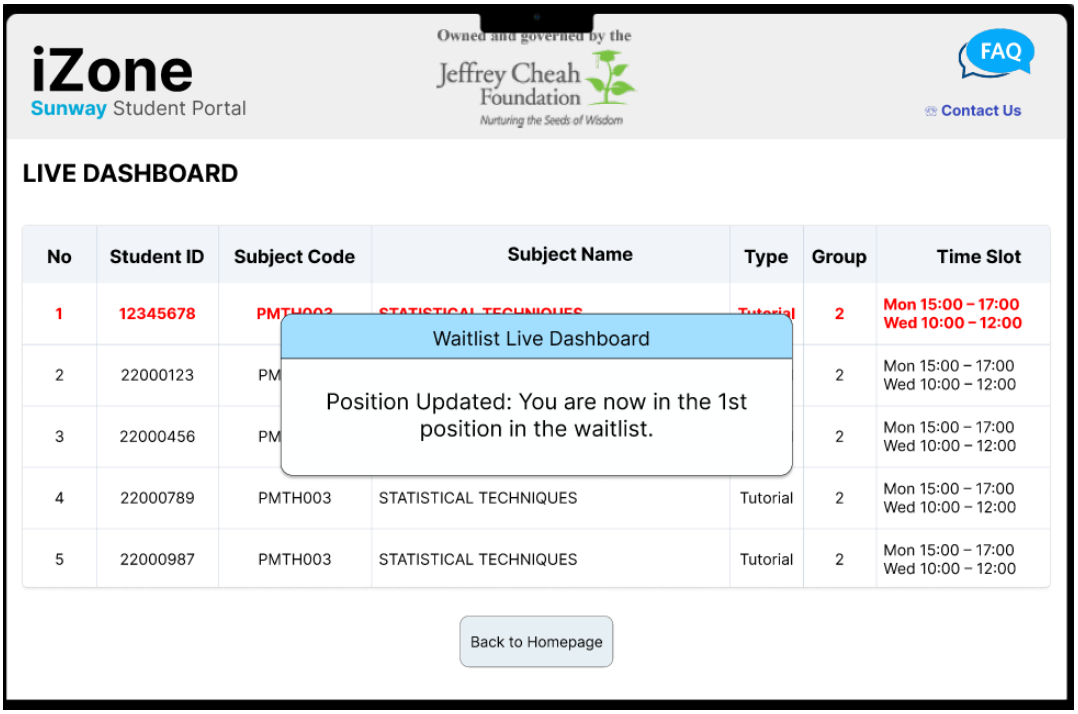


Figure 8: Refresh for Auto-Enrolment Page

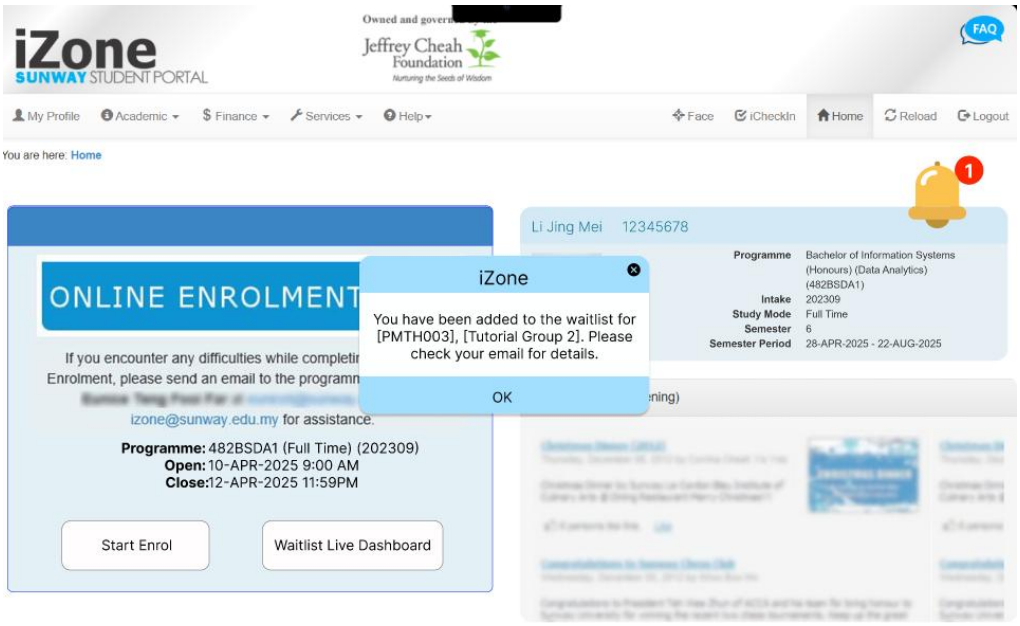
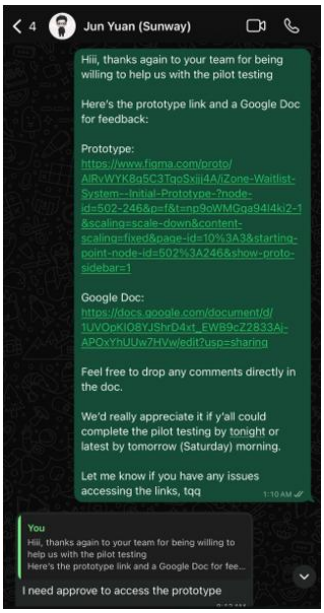


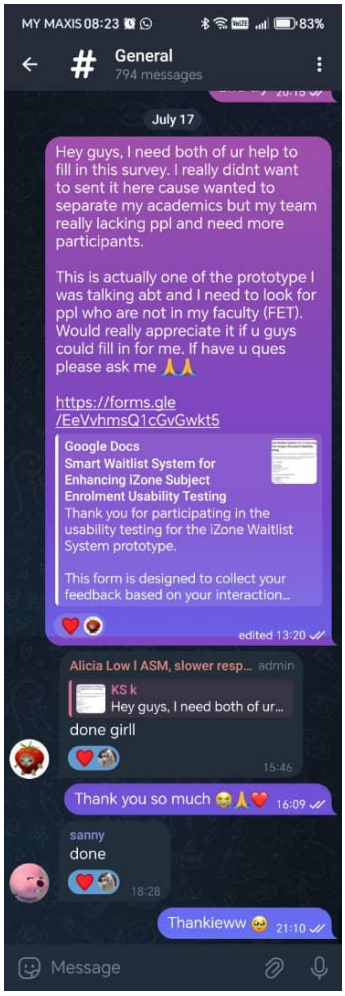
Figure 9: Notification for Auto-Enrolment

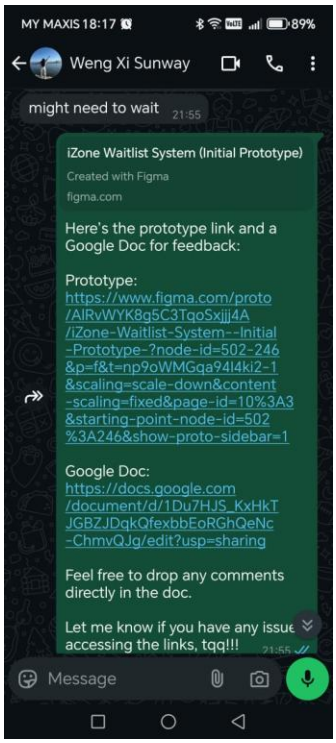
6.0 Appendices

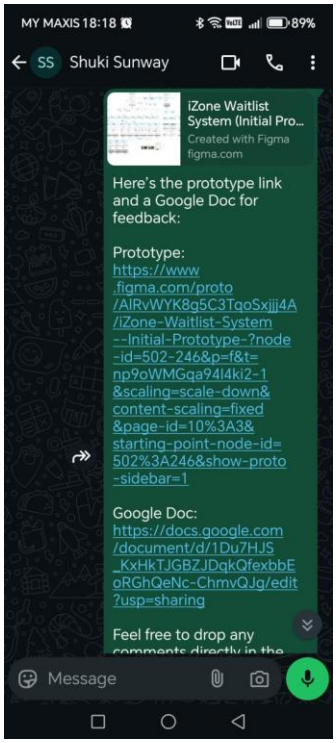
Evidence of requesting another assignment group (BIS 3-4) from the same tutorial group to participate in the testing.

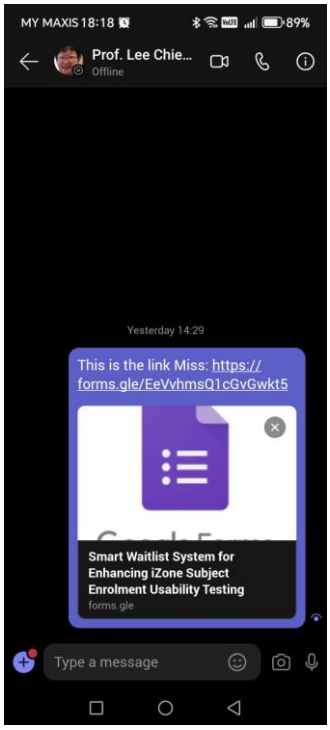


Evidence of requesting students and staff from both FET and other schools who are not from the same tutorial group.


MY MAXIS 08:23
83%
General
794 messages
July 17
Hey guys, I need both of ur help to fill in this survey. I really didnt want to sent it here cause wanted to separate my academics but my team really lacking ppl and need more participants.
This is actually one of the prototype I was talking abt and I need to look for ppl who are not in my faculty (FET). Would really appreciate it if u guys could fill in for me. If have u ques please ask me
https://forms.gle/EeVvhmsQ1cGvGwkt5
Google Docs
Smart Waitlist System for Enhancing iZone Subject Enrolment Usability Testing
Thank you for participating in the usability testing for the iZone Waitlist System prototype.
This form is designed to collect your feedback based on your interaction...
edited 13:20
Alicia Low I ASM, slower resp... admin
KS k
Hey guys, I need both of ur...
done girll
15:46
Thank you so much
16:09
sanny
done
18:28
Thankieww
21:10
Message


MY MAXIS 18:17
89%
Weng Xi Sunway
might need to wait
21:55
iZone Waitlist System (Initial Prototype)
Created with Figma
figma.com
Here's the prototype link and a Google Doc for feedback:
Prototype:
https://www.figma.com/proto/AlRvWYK8g5C3TqoSxjjj4A/iZone-Waitlist-System--Initial-Prototype-?node-id=502-246&p=f&t=np9oWMGqa94l4ki2-1&scaling=scale-down&content-scaling=fixed&page-id=10%3A3&starting-point-node-id=502%3A246&show-proto-sidebar=1
Google Doc:
https://docs.google.com/document/d/1Du7HJS_KxHkTJGBZJDqkQfexbbEoRGhQeNc-ChmvQJg/edit?usp=sharing
Feel free to drop any comments directly in the doc.
Let me know if you have any issue accessing the links, tqq!!!
21:55
Message


MY MAXIS 18:18
89%
SS
Shuki Sunway
iZone Waitlist System (Initial Pro...
Created with Figma
figma.com
Here's the prototype link and a Google Doc for feedback:
Prototype:
https://www.figma.com/proto/AlRvWYK8g5C3TqoSxjjj4A/iZone-Waitlist-System--Initial-Prototype-?node-id=502-246&p=f&t=np9oWMGqa94l4ki2-1&scaling=scale-down&content-scaling=fixed&page-id=10%3A3&starting-point-node-id=502%3A246&show-proto-sidebar=1
Google Doc:
https://docs.google.com/document/d/1Du7HJS_KxHkTJGBZJDqkQfexbbEoRGhQeNc-ChmvQJg/edit?usp=sharing
Feel free to drop any
Message


MY MAXIS 18:18
89%
Prof. Lee Chie...
Offline
Yesterday 14:29
This is the link Miss: https://forms.gle/EeVvhmsQ1cGvGwkt5
Smart Waitlist System for Enhancing iZone Subject Enrolment Usability Testing
forms.gle
Type a message