

Appendix 18: testing (WDD)

Usability testing

Usability testing involves systematic observation to determine how well people can use a product. In this case, the product will be the low-fidelity prototypes of a website. The goal with usability testing is to recreate real-world scenarios where the tester will actually be able to use your product. Then, by observing their behaviour, you will be able to understand what could be done better. In this case, the product will be the low-fidelity prototypes of a website. This helps to eliminate design problems at an early stage, before money has been spent implementing the design.

The testers may be given:

- ◆ a persona — this may relate to the age or experience that the tester should exhibit
- ◆ test cases — a set of actions executed to verify a particular feature or function of the website
- ◆ scenarios — they may be asked to use the website to place an order or book flights

They use the low-fidelity prototypes under a variety of conditions, while they are observed.

The observers make notes about any difficulties that the testers experienced and what alterations are required to the website design to make it easier to use the website.



Testing websites

There are a number of tests you should carry out on your website to ensure that it meets the functional requirements.

- ◆ Input validation:
 - check that every field in a form has the correct validation by trying to get every field on the form to accept incorrect data
- ◆ Links and navigation:
 - test the navigational bar links take you to the correct pages
 - test all external links work correctly
 - test that all pages can get back to the home page
 - test all internal links work correctly
 - test to check if there are any orphan pages (pages that are not linked to any others)
- ◆ Media content:
 - ensure that the text, graphics and video display correctly and in the position in which it was designed to appear

Compatibility testing

This is when you test your website to ensure that it works in the same way across a range of platforms.

Types of compatibility testing include:

Browser testing

It is important that your website will work on all the main browsers, for example Chrome, Firefox, Internet Explorer, Safari, and Opera. Your customers will not use your website if it does not function properly on their chosen browser.

Device type

You should check that your website is accessible on tablets, smartphones and desktop computers, as there are so many different types of hardware with different size screens available.

Common compatibility testing exposes the following types of problem:

- ◆ changes in font size
- ◆ changes in the user interface
- ◆ alignment issues
- ◆ changes in CSS style and colour
- ◆ scroll bar related issues
- ◆ content or label overlapping
- ◆ broken tables or frames