CS 320
User Report

Due: **Tuesday, April 18, 2013, 12:00 PM (noon) EDT** via [Moodle](). For this assignment, you must work in your project group. Submit only one assignment per group.

Overview

Making a software product is hard, especially when the customer isn't someone who ordered the product. It is very helpful to show the product, and its documentation, to someone who is representative of your target audience — a potential customer.

In this assignment, you will take another group's β release and use it as a customer. You will produce feedback on the product, largely in terms of issues — bug reports and documentation improvement requests — reported directly to the team via their issue tracking database, but also in terms of a *findings summary*, submitted to the CSRocks Inc. executives. Depending on the issue tracker the developers are using, you may have to ask to be given access to enter new issues. **Make sure to get this access ahead of time to complete this assignment.**

The team pairings are as follows:

AutoAdvisor will serve as the customer for **Pangea**, and vise versa.
Lüper will serve as the customer for **Team Alpha Strike Force**, and vise versa.
GeoMusic will serve as the customer for **Achieve!**, and vise versa.

Goals

The user testing serves three purposes:

1. It gives you the experience of being a tester of code that you do not fully understand and cannot change. This can be both challenging and rewarding.

2. It gives you the experience of reporting bugs in enough detail that a developer can track down and fix the problem.

3. It gives the developers concrete feedback, at a time when that feedback can still have a positive effect on the final version of the product.

The following guidelines may help you with your testing:

- Your testing should only be conducted manually. The developers of the project are responsible for automated testing. They will use your manual results to turn your feedback into into regression tests.

- You are acting as the product's user, not developer looking to pick up and extend the project, so **test the binary release, not the source distribution.** You should not need to look at the source code for this assignment.

- Testing should be driven by the user interface. Your role is to act as a user of the product would act, and test user driven operations.

- Do not test parts of the system that are documented as not yet working. (The β release should have significant functionality and it should be possible to use the software in a useful, even if limited, way. If that isn't the case, you should so indicate in your assessment.) Do not report duplicates of bugs or missing features that already appear in the release notes or bug tracking system.

- There is really no end to how much time you can spend on testing. Please allow yourselves $6 - -8$ person-hours, collectively, to conduct your testing and report your findings. You will want to spread the testing across at least three members of your team, in an organized fashion.

- Report all newly discovered issues into the product's issue tracking system. **We expect you to create at least 5 new issues.** In the unlikely case that you are having trouble finding that many, explain what you tried in the findings summary (described below).

- The developers may have particular features or parts of the product on which the especially want to get feedback. Be sure to communicate with the developers to make the testing as valuable as possible.

Deliverables

There are two deliverables for this assignment:

1. Follow the β release instructions to set up and use the product. Note any confusing, unclear, or incorrect parts of the instructions. Use the product and note counter-intuitive user interface or other usability problems. Keep track of things that don't work. Make sure to look through the β release report and avoid reporting features that the product team already listed as not-yet finished and already known issues. Submit all newly discovered issues into the product's issue tracking system.

2. Submit via Moodle, a document describing your user experience, consisting of two parts:

   (a) A short (about 2 paragraphs) summary of what worked, what didn't, and if there were any usability issues that need to be improved. Focus on the highest-level and most important findings. (20% of your grade)

   (b) You should have entered each issue, be it a software bug, usability issue, feature request, performance problem, etc., into the product's issue tracking tool. Provide the issue tracker's URL and list the bug numbers of the bug reports that you entered. We will be grading your results by looking at the bug reports through the issue tracker. (80% of your grade)

One of your team members should turn in all the deliverable material together so that there is one coordinated input for the team. Put the team name in the filename of all components submitted.