

# **QUALITY ASSURANCE TESTS RELEASE 2 SUMMARY TEST RESULTS**

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## Introduction

Quality Assurance testing of the release 2 of the Portal [<http://beta.texashistory.unt.edu>] was conducted by 22 members of the ITS and DPU staff between Monday, September 28 - Thursday, October 1, 2009. Most tested using the Windows XP operating system and were connected to the Web by the Libraries' LAN. Testers primarily used either Firefox (n=12) or Internet Explorer (n=9) (Table 1).

<b>Operating system</b>	Windows XP	Windows	Windows Vista	Linux
<i>N</i> =22	19	1	1	1
<b>Browser</b>	Firefox	Internet Explorer	Safari	Opera
<i>N</i> =23*	12	9	1	1
<b>Web Connection</b>	LAN	Not Reported		
<i>N</i> =22	20	2		

\* One tester used two different browsers.

**Table 1. Test Environments**

Testers were instructed to record a result that best described their result(s) for each of 17 tasks. The tasks were designed to test the implementation of the functional requirements for release 2 of the Portal in six areas: Search (5 tasks), Explore (1 task), Search Results (6 tasks), Metadata (1 task), and Object Navigation (4 tasks). A task could result in success as well as problems or issues. The test results were coded as indicated in Table 2.

<b>Result</b>	<b>Code</b>	<b>Definition</b>
SUCCESS	S	Completed task successfully
PROBLEM	P	Task failed or presented significant problems that need to be fixed
ISSUE	I	Task might be confusing for some users, but isn't serious enough to be classified as a problem
SUCCESS+PROBLEM	SP	Completed task successfully but task presented significant problems
SUCCESS+ISSUE	SI	Completed task successfully but task might be confusing for some
NOT DONE	ND	Task not done
NO RESPONSE	NR	No result indicated; task may or may not have been completed

**Table 2. Result Codes and Definitions**

## Key Findings

Overall, testers successfully completed all of the tasks. With the exception of task 16<sup>1</sup>, 73% or more of the testers indicated they successfully completed each task, although some noted issues and problems with some tasks. In order to get an indication of the major problems and issues encountered, testers' ratings of issues and problems were summed for each task and the tasks were ranked from the highest sum (11) to the lowest (0). Table 3 identifies the ranks for the 17 tasks. More than 25% of testers identified problems or issues for three tasks: 16, 6, and 17.

Rank	Task	N	Sum SP, SI, P, I	% SP, SI, P, I	S	SP	SI	P	I	ND	NR
1	16	22	11	50%	10	0	2	5	4	1	0
2	6	22	6	27%	16	0	3	2	1	0	0
2	17	22	6	27%	16	0	3	0	3	0	0
3	15	22	4	18%	18	1	0	2	1	0	0
4	2	22	3	14%	19	1	1	0	1	0	0
4	3	22	3	14%	19	0	2	1	0	0	0
4	4	22	3	14%	19	0	2	0	1	0	0
4	11	22	3	14%	19	0	0	2	1	0	0
4	13	22	3	14%	19	1	1	0	1	0	0
5	8	22	2	9%	20	0	0	1	1	0	0
5	12	22	2	9%	20	0	1	1	0	0	0
6	7	21	1	5%	20	0	0	0	1	0	1
6	10	21	1	5%	20	1	0	0	0	0	1
6	5	22	1	5%	21	0	1	0	0	0	0
6	9	22	1	5%	21	0	0	1	0	0	0
6	14	22	1	5%	21	1	0	0	0	0	0
7	1	22	0	0%	22	0	0	0	0	0	0

**Table 3. Task Ranks based on "Problem" and "Issue" Ratings**

### Task 16

Execute a Basic Search, *limited to Newspapers* and using any keyword or phrase. Select an item from the results and view a page of the newspaper using the 'Zoom' feature. Navigate and zoom to display a specific portion of the page image and then print it. Confirm that you are able to print exactly what was displayed as a result of zooming.

<sup>1</sup> Task 16: Execute a Basic Search, *limited to Newspapers* and using any keyword or phrase. Select an item from the results and view a page of the newspaper using the 'Zoom' feature. Navigate and zoom to display a specific portion of the page image and then print it. Confirm that you are able to print exactly what was displayed as a result of zooming.

Two problems were reported by several people.

1. Only a portion of the left side of the displayed image was printed.
2. Using 'Print Preview', the first page displayed textual information about the newspaper with the zoom controls overlaid. Some people did not discover that there was a second page in the print preview that contained the image.

## Task 6

From the map at *Explore>Locations*, select several Texas counties of various colors and identify the number of results for each one. Confirm that you recognize a relationship between county colors and the number of results.

Many testers accurately grasped the meaning of the Texas county heatmap. However, several made suggestions for improvements:

1. Add a key to indicate the meaning of the various shades
2. Make the differences in the color gradations more pronounced.
3. Consider changing the grey color to white.

One person commented that "some of the light blue counties return no results while some of the white counties return results." If true, this indicates a problem; however, the tester did not indicate what counties they selected.

## Task 17

Execute a Basic Search *limited to Books* and using any keyword or phrase. Select a book and display one of the book's pages. Display a *different page size* (large is the default). Continue to *read the book at the display size* you selected. Confirm that you were able to read the book at the size you selected.

There were a few different problems and issues reported for this task.

- Some people were confused by the page navigation options:
  - A few people attempted to read the book by selecting the "Read this Book starting from this page" link.
  - One expected the side-of-the-page navigation feature from the object pages to work.
- A few indicated the smaller sized images could not be read.
- One person thought the download link was confusing in regard to what exactly would be downloaded, the page or the book.

One person offered a suggestion that “All Image Sizes” in the right-hand navigation say “All Page Sizes” for books.

## **Other Problems and Issues**

### **Wildcard Searches (Tasks 2, 3, and 4)**

While many testers reported successful searches using wildcards, many testers reported problems and issues in the following areas:

- Search term highlighting
  - No highlighting
  - Partial highlighting
- Results
  - Unexpected or confusing results
  - Seemingly inaccurate results
  - Results not presented in relevance order (e.g., as in ‘best match’)
- Absence of snippets

### **Facets (Tasks 7-11)**

As with wildcard searches, many testers reported successful using the faces; however, some testers reported problems:

- For facets that expand across page (versus expand within a column), unexpected results selecting facet headings when the “more” link was not visible due to screen resolution
- Unable to “remove” all facet limits
- Possible confusion regarding extension of selected facets to subsequent searches

### **Citations (Task 13)**

Testers made comments and suggestions in two areas:

- The absence of the partner in the brief citation detracts from its usefulness
- The page formatting for the citations is problematic in all browsers except Firefox

### **Return to Search Results (Task 14 & 15)**

Some testers reported that the “Return to Search Results” link was not consistently available, for example:

- If side navigation selected, e.g., to view the Metadata page or All Pages
- For some pages in books

## Appendix A. Test Script and Scores

### Search

1. Execute a *Basic Search of Everything* using *fulltext* and any keyword. Confirm that the results match your keyword.

NOTE: The default Basic Search is “fulltext”.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	22	0	0	0	0	0	0

2. Once again, execute a *Basic Search of Everything* using fulltext and any keyword(s), but *replace* one or more of the characters in the keyword with a *question mark* (?). Confirm that the results match your query.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	19	1	1	0	1	0	0

3. This time, execute a *Basic Search* using fulltext and any keyword(s), but *replace* some of the characters in the keyword with an *asterisk*(s) (\*). Confirm that the results match your query.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	19	0	2	1	0	0	0

4. Execute a few more basic searches using fulltext and keywords that contain *both question marks and asterisks*. Confirm that the results match your queries.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	19	0	2	0	1	0	0

5. Execute an *Advanced Search* by *selecting a collection* from the ‘collection’ drop-down menu and a *partner* from the ‘partner’ drop-down. Confirm that the results only include the collection and partner you selected.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	21	0	1	0	0	0	0

## Explore

6. From the map at *Explore>Locations*, select several Texas counties of various colors and identify the number of results for each one. Confirm that you recognize a relationship between county colors and the number of results.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	16	0	3	2	1	0	0

## Search Results

7. Execute a Basic Search using any keyword(s). On the results page, confirm that one or more of the following *facet categories* displayed: Partner, Resource Type, County, Decade, Language, Serial Title, and Collection.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=21	S	SP	SI	P	I	ND	NR
	20	0	0	0	1	0	1

8. Execute a Basic Search using one of these keywords: agriculture, immigration, quannah, or education. Investigate several *facets* by selecting 'more' and 'less' to view the possible choices. Confirm that you were able to investigate the facets. Was the display clear? Did you have any problems?

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	20	0	0	1	1	0	0



9. Execute a Basic Search using any keyword(s). Limit the search results to a *particular county*. Examine the brief records for several items and confirm that their locations include the county you selected.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	21	0	0	1	0	0	0

10. First, execute a Basic Search using any keyword(s). Next, *limit* the search results *by two or more facets*. Confirm that your search results were limited to match the facets you selected.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=21	S	SP	SI	P	I	ND	NR
	20	1	0	0	0	0	1

11. Once again, execute a Basic Search using any keyword(s) and *limit the search* by two or more facets. Next, *remove one or more of the limits*. Confirm that your search results changed as expected.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	19	0	0	2	1	0	0

12. Execute a few searches for some of the following titles: Stirpes, East Texas Family Records, or The Tulia Herald. For each search, use the '*Serial Title*' facet to limit the results to the title you searched. Confirm that the results include only volumes for the appropriate serial.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	20	0	1	1	0	0	0

## Metadata

13. Execute a Basic Search using the any keyword(s). From the results list, select an item and *view its citation(s)*. Confirm that the citation pertains to the item and is clearly formatted.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	19	1	1	0	1	0	0

## Object Navigation

14. Execute a Basic Search using any keyword(s) and limit your results by one or more facets. *Note the number of results.* Next, select and examine an item in the results and then select 'Return to Search Results'. Confirm that you returned to your search results. [Hint: The number of search results should be the same.]

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	21	1	0	0	0	0	0

15. Execute a Basic Search using any keyword(s) and *limited to Books*. Select a book from the results. Display one of the book's pages and then select the 'Return to Search Results' feature. Next, display a few different pages of the same book and, once again, select 'Return to Search Results'. Confirm that you returned to the search results from each page of the book.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	18	1	0	2	1	0	0

16. Execute a Basic Search, *limited to Newspapers* and using any keyword or phrase. Select an item from the results and view a page of the newspaper using the 'Zoom' feature. Navigate and zoom to display a specific portion of the page image and then print it. Confirm that you are able to print exactly what was displayed as a result of zooming.

NOTE: You can use Print Preview in lieu of printing.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	10	0	2	5	4	1	0

17. Execute a Basic Search *limited to Books* and using any keyword or phrase. Select a book and display one of the book's pages. Display a *different page size* (large is the default). Continue to *read the book at the display size* you selected. Confirm that you were able to read the book at the size you selected.

RESULTS	SUCCESS	SUCCESS+PROBLEM	SUCCESS+ISSUE	PROBLEM	ISSUE	NOT DONE	NO RESPONSE
N=22	S	SP	SI	P	I	ND	NR
	16	0	3	0	3	0	0