Test Plan UAT 2 (Volunteer Inventorising)

Number of Participants: 20

Venue: Food Bank Office, 39 Keppel Road #01-02/04, Tanjong Pagar Distripark

Date: 23 Jan 2018

Time: 14:00 – 17:00

Duration: 3 hours

# Objectives

1. Gather feedback on the current process of inventorising food item donations with the different platforms. The 3 platforms include google form, which is the current client’s platform, food bank webpage and food bank application which both are developed by our team.
2. To identity potential usability issues
3. To improve Food Bank webpage and Food Bank Application
4. To gather comments for further improvement
5. Gauge user’s enthusiasm for Food Bank Application and willingness to download

# Scope

1. Google form’s manual inventory form
2. Food Bank Webpage manual inventory form
3. Food Bank Webpage barcode scanner
4. Food Bank Application manual inventory form
5. Food Bank Application barcode scanner

# Procedure

1. Participants (Food Bank Volunteers) to inventorize with all three platforms
2. Participants will record down the timings used for inventorising per food item on all 3 platforms.
3. Participants are advised to think aloud as they proceed with testing
4. Participants are given minimal assistance during the test procedure

# Goals

|  |  |  |
| --- | --- | --- |
| S/N | Goals | Results |
| 1 | Participants should be able to inventorize with Food Bank Webpage manual inventory form | Pass |
| 2 | Participants should be able to inventorize with Food Bank Webpage barcode scanner | Pass |
| 3 | Participants should be able to inventorize with Food Bank Webpage Application manual inventory form | Pass |
| 4 | Participants should be able to inventorize with Food Bank Application barcode scanner | Pass |

# Key Findings

## User behavior

|  |  |  |
| --- | --- | --- |
| Functions | User’s behavior | Changes to be made |
| Google Form’s Manual Inventory Form | Unintuitive ordering and selection process. Users are unsure of what category or descriptions, form does not do filtering, hence there is too many choices. | - |
| Food Bank Webpage Barcode scanner | Difficult to get a proper scanning of food item with scanner. | Push for development of Food Bank Application |

## User comments

|  |  |  |
| --- | --- | --- |
| Functions | User’s comments | Changes to be made |
| Halal selection | Not clear on instructions for the selection of halal/non-halal | On Food Bank Application and Webpage, make it a mandatory field before submission which is either Halal/Non-Halal |
| Inventory description | Unclear on the food item type. For example, current description includes Herbal Tea and Tea. | Possible revamp of food item description. |
| Google form | Too many pages | - |
| Verification and validation after inventorising by admin | A lot of errors in data entry by volunteers due to due to too many  options of category/classification/description | - |
| Volunteer chooses wrong unit of measurement (eg. 100g instead of 100ml) due to selecting the first numerical answer in the long list |

## Other findings

|  |  |  |
| --- | --- | --- |
| Findings | Description | |
| Average time needed for each platform to inventorize one food item | Task | Minutes |
| Google form | 2:19 |
| Food Bank Webpage manual inventory form | 1:20 |
| Food Bank Application manual inventory form | 1:10 |
| Food Bank Application with barcode | 0:41 |

# Overall results/Comments

* Food Bank Application with bar code scanner is really helpful and can not only cut down time for volunteers to inventorize food items, it also greatly minimizes error when inventorising.
* Client and volunteers was very satisfied with the Food Bank Application.
* Changes to be made which are a result of this UAT will be taken to Project Manager and will allow for Change Management process to be kick started. Supervisor will be involved in the final decision as stated in change process.