Your Company Name

Website Testing Summary Template

DATE

Revision History

Date	Version	Author	Change

Table of Contents

1 Overview

This document provides summary information and checklists for web quality assurance testing. Each checklist table provides questions or statements for which the tester responds with a Yes/No answer and respective comments where applicable. Completion of the checklists will help ensure the applications, functions, or features meet adequate quality assurance before being moved to production for end-user utilization.

Note: This document does not take the place of respective information documents that require full and complete tests, which may include test plans, test cases, scripts, etc.

2 General Website QA Review

System Topics	Yes/No	Comments
Site Design		
• Logo has a tagline briefly explaining what the company or application does.		
• Content is useful and relevant to the audience.		
• Content is clear and concise.		
• Information is grouped into logical units.		
• A privacy policy is provided.		
• A user feedback or problem reported capability is available.		
• The site has been tested on actual users.		
Page Design		
• Each page has a title.		
• Logo is on top left corner of the page.		
• Horizontal scrolling is avoided or minimized.		
• Layout is consistent throughout the site.		
• Ample white space is used.		
• Long pieces of content, such as articles, begin with a short summary at the top of the page.		
• Hyperlinks within content are used to point to other relevant content.		
• A consistent footer appears on every page of the site.		

System Topics	Yes/No	Comments
Navigation		
• Navigation is intuitive and intelligent, i.e., all navigation options need not appear on every page of the site.		
• Navigation is structured so that users will go broad and in-depth, i.e., content on first-level pages (e.g., home page) is short and appealing and as users go deeper into the site, content becomes more detailed).		
• Information describing where you are (i.e., a breadcrumb trail appears on every page).		
Search		
• Search box is provided on the home page.		
• A search option is on every page, i.e., a search box is on main pages and a search text link to the Search page is on more specialized pages.		
• Link to an Advanced Search facility is provided (if applicable).		
Text and Typography		
• Information adheres to the company and/or division's graphical user interface standards or guidelines, e.g., size, font, color, location, icons, etc.		
• Avoids using all capital letters, and heavy or hard to please backgrounds.		
• Uses short paragraphs and headings and sub-headings for text.		
• Writing is grammatically correct.		
• All content has been spell-checked.		
Links		
• Important links are placed on the top of the page.		
• Link text is understandable when read out of context.		
• Links are blue and underlined.		
• Links change color and stay changed when clicked.		
Graphics		

System Topics	Yes/No	Comments
• Width and height attributes are always specified in the page source code.		
• Uses a small library of graphics that are small in file size and are reused throughout the site.		
• Uses text descriptions with graphics (if helpful).		

2.1 Web Testing

2.1.1 Types of Web Tests

Web testing includes performing tests shown in the following table.

Web Tests	Summary Description
Functionality Testing	Test for all the links in web pages, database connection, forms used in the web pages for submitting or getting information from the user.
Usability Testing	Web site should be easy to use. Instructions should be provided clearly. Check if the provided instructions are correct and whether they satisfy its purpose. Main menu should be provided on each page. It should be consistent.
Interface Testing	The main interfaces are the web server and application server interface.
Compatibility Testing	Compatibility of your web site is a very important testing aspect that includes tests for: Browser compatibility Operating system compatibility Mobile browsing Printing options
Performance Testing	Web application should sustain to a heavy load. Web performance testing should include: Web Load Testing Web Stress Testing Functionality testing on different operating systems and hardware platforms, and checked for memory leakage errors.
Security Testing	Breaching of security, e.g., login/passwords, invalid inputs, direct Web directories or files accessibility, movement from non-secure http:// pages to secure https:// pages and vice versa, and that all transactions, error messages, and security breach attempts are logged to log files somewhere on web server.

2.1.2 Web Testing Checklist

Web Testing Items	Yes/No	Comments
Functionality Testing		
• Do the outgoing links from all the pages from specific domain work correctly?		
• Do all the internal links work and go to the correct location?		
• Do all the links jumping on the same pages work correctly?		
• Do the links used to send an email to an admin or other users from web pages work?		
• Is the site free of orphan pages?		
• Is the site free of any broken links in all above-mentioned links?		
• Is the site free of any HTML syntax errors (validate your HTML/CSS)?		
• Does the site ensure data integrity and is free of errors during DB related functionality when you edit, delete, or modify forms?		
• Do the database queries execute correctly and data is retrieved and also updated correctly?		
Usability Testing		
• Navigation works correctly? Navigation means how the user surfs the web pages, different controls like buttons, boxes or how the user uses the links to surf different pages.		
• Is the Web site easy to use? Check if the provided instructions are correct, i.e., do they satisfy the site's purpose.		
• Is the main menu provided on each page and is it consistent?		
• Is the content logical and easy to understand?		
• Is content meaningful?		
• Is the site free of spelling errors?		
• Does the site follow Division/Company graphical user interface (GUI) standards or guidelines?		
• Are all the images placed properly with proper sizes?		

Web Testing Items	Yes/No	Comments
• Do other user information functions work correctly, e.g., search option, sitemap, help files, etc?		
Interface Testing		
• Do all the interactions between the servers execute properly?		
• Are errors handled properly?		
• If the database or web server returns an error message for any query by application server then does the application server catch and display these error messages appropriately to users?		
• Check what happens if user interrupts any transaction in-between.		
• Check what happens if connection to web server is reset in-between.		
Compatibility Testing		
• Is there Browser compatibility? Test the web application on different browsers like Internet Explorer, Firefox, etc. with different versions.		
• Is there OS compatibility? Some functionality in your web application may not be compatible with all operating systems. Test your web application on different operating systems like Windows, Unix, MAC, Linux, Solaris with different OS flavors.		
• Do the Printing options work correctly? If you are giving page-printing options then make sure fonts, page alignment, and page graphics print properly.		
• Do the pages fit to the proper paper size or as per the size mentioned in printing option?		
Performance Testing		
• Web Load Testing: Does application performance on different internet connection speeds work within acceptable limits?		
• When many users access or request the same page, does the application work quickly?		
• Can the system sustain in peak load times?		

Web Testing Items	Yes/No	Comments
• Can the Site handle many simultaneous user requests, large input data from users, simultaneous connections to a database, heavy loads on specific pages, etc?		
• Web Stress Testing: Generally stress means stretching the system beyond its specification limits. Web stress testing is performed to break the site by giving stress (stress is generally given on input fields, login and sign up areas). Can the system react to stress and recover from crashes?		
• Does web performance handle correctly on different operating systems and different hardware platforms?		
Security Testing		
• Ensure that internal pages do not open when pasting an internal URL directly into the browser address bar without login.		
• Ensure that access is denied for a user when directly changing the URL site ID parameter to a different site ID that is not related to the logged in user.		
• Do invalid inputs in input fields like login username, password, and input text boxes work correctly?		
• Ensure web directories or files are not accessible directly unless given a download option.		
• Is SSL used for security measures? If yes, is the proper message displayed when the user switches from a non-secure http:// pages to secure https:// pages and vice versa?		
• Are all transactions, error messages, and security breach attempts logged to log files respectively on the web server?		

3   Usability Checklist

This table provides questions to ensure that Web pages that were created are "user-friendly".

WebTopics	Yes/No	Comments
Clarity of Communication		
• Can you perceive the site's purpose clearly?		
• Is it clear what you would be looking for on this site?		
• Does the site convey a clear sense of its intended audience (i.e., who it is targeted at)?		
• Does it use language in a way that is familiar to and comfortable for its readers?		
• Is the site free of technical jargon?		
• Is the site easy to use with clear instructions or explanations?		
• Is the information in short chunks with important elements on top?		
• Does the site seem well organized (as opposed to random)?		
• Are page/section headings effective and meaningful?		
• Does the site clearly indicate new content?		
Accessibility		
• Does the home page load quickly?		
• Is load time appropriate to content, even with a slow connection?		
• Is there an easily discoverable means of communicating with the author, administrator, or to report a problem?		
• Do you feel that the site makes it easy to find information?		
Consistency		
• Does the site have a consistent, clearly recognizable "look-&-feel"?		
• Does it make effective use of repeating visual themes to unify the site?		
• Is it visually consistent even without graphics?		
Navigation		

WebTopics	Yes/No	Comments
• Does the site use standard link colors?		
• Does the site have clear links to other sections/pages?		
• Are the links obvious in their intent and destination?		
• Do subsidiary pages have clear links back to the home page?		
• Is there a convenient, obvious way to maneuver among related pages, and between different sections?		
• Is it clear where a link will take you before you select it?		
• Does the site tell you where you are?		
• Are links used in a consistent way throughout the site?		
• Does the site's "Back" button work all the time without breaking?		
Design & Maintenance		
• Does the site make effective use of hyperlinks to tie related items together?		
• Is the site free of dead links? Broken scripts? Functionless forms?		
• Is page length appropriate to site content?		
Visual Presentation		
• Is the site moderate in its use of color?		
• Does any page have a background that makes reading text difficult?		
• Do you think images used are of appropriate quality or resolution?		
• Does it provide feedback whenever possible, e.g., via use of a recognizable LINK color, or a "reply" screen for forms-based pages)?		

Web Techniques to Avoid		

• Is the site free of the following?
     ○ Scrolling text, marquees, and animations
     ○ Complex URLs
     ○ Orphan pages
     ○ Long scrolling pages
     ○ No navigation support
     ○ Non-standard link colors
     ○ Outdated information
     ○ Long download times.		

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