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September 1, 2016

Ms. Trish Meng
Coordinator, Co-op Program
Faculty of Computer Science
University of New Brunswick
P.O. Box 4400
Fredericton, NB E3B 5A3

Re: Summer 2016 Co-op Work Term Report

Dear Ms. Meng:

Included with this letter is my second Co-op work term report as well as my professional log. The work term report is a detailed description of my responsibilities at Company & Associates from May to August 2016.

Company & Associates provides content and software quality assurance services to clients both in Canada and around the World. These services include proofreading and editing copy, assisting with content migrations, providing multimedia validation, and performing software testing using a variety of techniques including automated tests, exploratory testing, and regression testing.

This work term was a valuable learning experience in why testing is important, and how to perform good testing. I feel I know a great deal more about testing methodologies and defect reporting as a result of this work term. My responsibilities and accomplishments during my work term are detailed in this report.

Sincerely,

John Doe

Enclosed: Work Term Report

University of New Brunswick
Faculty of Computer Science

Co-op Work Term Report

Student Name: John Doe

Student ID#: 12345

Employer: Company & Associates

Work Address: 123 Main Street
Moncton, NB

Work Term Dates: May **2**, 201**6** - August **26**, 201**6**

Work Term Report #: **2**

Submission Date: September **6**, 201**6**

Introduction

From May 2nd, 2016 to August 26th, 2016, I completed my second Computer Science Co-op work term. For my second work term I was matched with Company & Associates in Moncton, New Brunswick. During this time I was employed as a Software Tester and Junior Consultant under the supervision of Ms. Jane Smith.

Summary

My major responsibilities during this Co-op placement were to participate in software testing activities. These activities included test execution, creating defect reports, managing defects in various bug tracking software, and assisting with daily reports for clients.

I felt quite nervous when starting my work term but soon discovered that the tasks I would be performing were very closely related to what I had learned in Software Engineering (CS2043) in the previous term. In hindsight I feel that I was very prepared for my work term, however, there is always more to learn when it comes to any field of Computer Science. My CS2043 experiences gave me a great starting platform upon which to expand my testing knowledge, but I still learned great deal while working at Company & Associates.

Specialized training was not required for this work term, as I fit well into the role of a software tester and I managed to grasp all of the necessary concepts on my own within the first few days on the job. Even without being provided with any sort of formal training, I still feel that I was supported by a wide variety of people on my work term; my co-op supervisor, project managers and fellow testers were always willing to answer questions when I asked them and I was glad to know that help was never far away. Especially beneficial to me was the amount of self learning and research that was encouraged to work on during down time between contracts. I was mentored in this research by one of the testers in Alberta, and with her assistance I completed two documents for the company intranet; the first introducing the basic concepts of SQL databases and queries while providing links to online learning

resources for each topic, the other on the potential uses of Mind Maps for test planning and execution. My mentor provided the direction and encouragement that I needed to complete each of these documents, and she was always happy to point out where my documents needed more work, or where I could look for more resources on a topic.

Professional Development

I feel that this work term provided me with many opportunities to grow and develop as an emerging computer science professional. The technical knowledge that I gained while at Company & Associates as well as the interpersonal and workplace skills I developed will provide me with many opportunities in the future. On the technical side of things, I learned a great deal about testing and the methodologies behind testing during this work term. The client contracts I worked on required a variety of different test techniques and so I received first hand experience some of the many techniques used. Also, independent research and the documents that I worked on, I studied more about testing techniques, and what others in the testing community are doing to design test plans, and execute test case. This research was helpful for the writing of my second paper, on how Mind Maps could be used for test planning, specifically paired with the Heuristic Test Strategy Model developed by James Bach.

One of the goals I set for this term was to work on my communication skills, with the aim of improving both oral and written communication. My second goal was to work on how people perceive me, hopefully becoming a friendlier and more open individual. By the end of the work term I had noticed a definite improvement in my speech patterns both at work and on my free time. By slowing down and carefully considering what I was going to say prior to saying it I have been able to communicate more clearly with my co-workers and friends. These skills were especially helpful when I was explaining an application for testing to a co-worker at a different location over the phone. By carefully describing everything, and speaking clearly, I was able to get my message across without confusion or frustration, even though we were not looking at the same screen. This descriptive language

was also used in my bug reports to describe issues to clients, I tried to make my reports descriptive enough that someone could understand the issue without the visual assistance of a screenshot (but I still provided screenshots). There was also an improvement in my abilities to greet and interact with the people at my workplace. I was able to put my shyness aside this work term and learn more about my co-workers. I now know many of their names, as well as some interesting things about each of them. Working in a bigger company means that there are lots opportunities to meet and learn about all the people who work there. I will miss many of my co-workers as I return to classes. I feel that I achieved the level of success I had hoped for with my work term goals, meeting each of my predefined measures of success as well as discovering that I enjoyed clearly communicating and opening up to others. I will continue to work on these skills as I move forward in my academic and future careers.

This work term offered me the ability to develop other special skills that will be valuable to me in the future. Because Company & Associates is a growing company I often had to work with people who were not located in the same office as me, sometimes not even located in the same time zone. The challenge of working with a national team allowed me to observe how my supervisors to plan around the time zones and distances to get the job done. The experience of working on the same project as people located in various places across the country was both exciting and rewarding. I also was given the opportunity to prepare end of day reports for clients. This allowed me to practice writing progress reports and preparing documents to send to the client, as well as to experience communicating more directly with clients. These skills will prove invaluable in as I move forward and grow as an information technology professional.

In summary, my second work term allowed me to engage in numerous growth opportunities, both professionally and personally. I gained a great appreciation for the value that good testing adds to a software development project, and I believe that all computer scientists should take some time to

work on a testing team. The most important things that I learned this summer were not so much about testing however, as people. I got to practice working in a team environment that spanned the nation, I made an effort meet and get to know many of my co-workers, and I learned the value of clear, careful communication, especially when faced with the challenges of geography and no visual connection. I believe that my time at Company & Associates has been of great benefit to who I am as a computer science professional, and as a person, and that I will carry my experience from this winter with me as I continue to grow.

SAMPLE REPORT DO NOT COPY

**University of New Brunswick
Faculty of Computer Science
Co-op and Professional Experience Programs**

Professional Log

Student Name: John Doe

Month & Year	Record of Work Activity (minimum of one entry per month)	Verification
May 2016	- Searched for regression defects in an online Learning Management System (LMS) using a combination of pre-made test cases in excel spreadsheets, and exploratory testing.	Initials:
	- Issued bug reports, first via email to my supervisor, later directly to the bug tracking software.	
	- Wrote a guide for the company intranet regarding how to learn SQL from tutorials available online.	
June 2016	- Continued to search for regression defects in an online LMS using a combination of pre-made test cases in excel spreadsheets, and exploratory testing.	Initials:
	- Provided weekend smoke test assistance for an online LMS update.	
	- Searched for language based defects in a localized version of an online LMS using exploratory testing and a comparison site.	
	- Wrote a document detailing Mind Map creation and how it could be applied to test planning for the company intranet.	
	- Performed exploratory testing on a Facebook contest app.	
	- Assisted with slides, page formatting, and setting up an iPhone emulator for video recordings of tutorials for a client's product.	
July 2016	- Performed scheduled exploratory testing on an online voting site to verify vote functionality.	Initials:
	- Visited a testing team off-site working on a scheduling oriented application. Assisted with test execution and writing test cases.	
	- Performed testing activities on a corporate annual report site. Wrote test cases, logged and tracked defects, wrote daily progress reports to submit to the client.	
	- Performed exploratory testing on a new site for a video game development company.	
	- Wrote test cases and performed regression testing, and migration testing on an online LMS.	
	- Watched video tutorials for a wide range of software courses to find content based defects. Logged defects and provided written reviews of the courses.	

August 2016	- Watched video tutorials for a wide range of software courses to find content based defects. Logged defects and provided written reviews of the courses.	Initials:
	- Assisted with manual content migration for a client's website upgrade.	
<p>IT Professional Supervisor:</p> <p><i>Please verify that the work activities listed are complete and accurate before initialing beside the LAST line of each month's entries.</i></p> <p><i>Please sign your name in the box to the right. If another person has verified this Log, please include their name, title, and signature.</i></p>		<p>Name (printed):</p> <p>Signature:</p> <p>Job Title:</p> <p>Employer Name:</p> <p>Postal Address:</p> <p>Tel:</p>

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