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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q19-Q24):

NEW QUESTION # 19
Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations mostly rely on experts, formative evaluations require users
- B. Summative evaluations mostly rely on user tests, formative evaluations require experts
- C. Summative evaluations focus on improvement, formative evaluations assess the outcome
- D. Summative evaluations assess the outcome, formative evaluations focus on improvement

Answer: D

Explanation:
Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.
References:
ISO 9241-210:2019 - Human-Centered Design for Interactive Systems
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Formative vs Summative Usability Testing
##

NEW QUESTION # 20
A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.
Which usability risk should be reasonably addressed for the next release?

- A. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface
- B. Users resist using a software product which is essential for their daily work because it lacks usability
- C. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction
- D. Users buy the software product but repeatedly need to call support because they don't understand how to use it

Answer: A

Explanation:
The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.
References:
ISO 9241-210:2019 - Risk Management in Usability Engineering
Nielsen Norman Group: Error Prevention in UI Design
IEEE 1028: Standard for Software Reviews and Risk-Based Usability
##

NEW QUESTION # 21
What location is NOT suitable for conducting a usability test?

- A. A room at the place where the test participant lives or works.
- B. A public place, such as a cafe.
- C. Two office rooms that are connected by a video link.
- D. A room where no action of the user can be seen or recorded by any means.

Answer: D

Explanation:
The primary goal of usability testing is to observe and record user behavior while interacting with the system.
A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.

While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.
Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real- world use.
References:
Usability.gov: Conducting Usability Testing
Nielsen Norman Group: Choosing a Usability Testing Location

NEW QUESTION # 22

A web shop owner used Google Analytics to gather information about her users. She found out that most users take about five minutes to place an order. Is the usability of the website good or bad?

- A. That depends on the context of use as users may have different expectations
- B. That depends on the accessibility of the website
- C. The usability of the website is bad - five minutes is way too long
- D. The usability of the website is good - five minutes is a fair amount of time

Answer: A

Explanation:
Usability is defined in ISO 9241-11 as the extent to which a system can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use. Without knowing the context-such as product complexity, user familiarity, device type, or purchasing habits-it is impossible to judge whether five minutes is good or bad. For complex items, five minutes may be reasonable, while for one-click purchases, it may be excessive. Thus, usability cannot be assessed solely based on one metric like time-it must be evaluated within its full usage context.
References:
ISO 9241-11:2018 - Usability Definitions and Concepts
Nielsen Norman Group: Context of Use in Usability Testing
Usability.gov: Usability and Context of Use
##

NEW QUESTION # 23

You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Usability maturity assessment
- B. Usability evaluation
- C. Accessibility evaluation
- D. Risk assessment

Answer: B

Explanation:
A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.
Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.
Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates potential project or system risks. Only option D directly involves observing and measuring user interaction.
References:
ISO 9241-11:2018 - Usability Definitions and Concepts
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Types of Usability Evaluations
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NEW QUESTION # 24

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