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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q14-Q19):

NEW QUESTION # 14

Which of the following are advantages of using a usability lab?

- i. The context is natural
- ii. Test sessions are easy to observe
- iii. Inexpensive setup
- iv. Similar conditions for all sessions
- v. Easy recording of sessions

- A. ii, iv & v are true, i & iii are false
- B. iii, iv & v are true, i & ii are false
- C. ii & iv are true, i, iii & v are false
- D. i, ii & v are true, iii & iv are false

Answer: A

Explanation:

Usability labs provide a controlled environment that offers several advantages for observing and recording usability test sessions. Specifically, they allow for easy observation of participants (ii), standardized conditions for each session (iv), and facilitate audio and video recording for detailed analysis (v). However, the context is not natural (i), because the lab is an artificial setting rather than the user's actual environment.

Also, setting up a professional usability lab is not inexpensive (iii); it typically involves significant costs for equipment, space, and staffing. Therefore, options ii, iv, and v are true, while i and iii are false.

References:

Nielsen Norman Group: Usability Labs - Pros and Cons

ISO 25062:2006 - Usability Test Reporting

Usability.gov: Setting Up a Usability Lab

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NEW QUESTION # 15

Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing is informal and many potential users can be accessed
- B. Testing happens on a regular basis, e.g. each Monday
- C. Testing is quantitative
- D. Testing focuses on instant redesigns and confirming made changes

Answer: D

Explanation:

Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects the purpose and approach of RITE.

References:

* Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method

* Nielsen Norman Group: Rapid Iterative Testing

* Usability.gov: RITE Method Overview

NEW QUESTION # 16

Which of the following statements about usability test plans is true?

- A. It should contain the briefing instructions
- B. It contains a schedule
- C. It contains the results of the test sessions
- D. It should be very elaborate and at least 10 pages

Answer: B

Explanation:

A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option B) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document. Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.

References:

Usability.gov, Usability Testing Plan Template
Nielsen Norman Group, Usability Test Planning
ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

NEW QUESTION # 17

What is a usability test task?

- A. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time
- B. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers
- C. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)
- D. A document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post-session interview questions

Answer: A

Explanation:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports
* Nielsen Norman Group: Writing Effective Usability Tasks
* Usability.gov: Usability Test Task Design

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NEW QUESTION # 18

A "usability test participant" ...

- A. ... helps to set up the system used for the usability test.
- B. ... is a person who observes a usability test.
- C. ... is a representative user who solves typical tasks in a usability test.
- D. ... can be the organizer of a usability test.

Answer: C

Explanation:

A usability test participant is a person selected to represent the target user group and asked to perform specific tasks in a usability test. Their actions, reactions, and feedback help identify usability issues and evaluate the system's effectiveness, efficiency, and user satisfaction. This role is strictly observational and does not involve organizing, observing, or setting up the test. Options A, B, and C describe other roles (e.g., technical support, observers, or moderators). Only option D accurately reflects the definition of a usability test participant.

References:

