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To prepare for the CTFL-UT Exam, candidates should have a basic understanding of software testing concepts and techniques. It is also important to have experience in the field of usability testing, as this will give candidates the practical knowledge and skills required to pass the exam. There are a number of training courses and study materials available to help candidates prepare for the exam. Additionally, candidates can take advantage of practice exams and simulation tools to help them get accustomed to the exam format and familiarize themselves with the types of questions they can expect to encounter.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q36-Q41):

NEW QUESTION # 36
Which of the following is the correct distinction between formative and summative usability evaluation?

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

Answer: A

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 # 37
A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.
Which of the following heuristics would best describe this usability issue?

- A. User control and freedom
- B. Aesthetic and minimalist design
- C. Help and documentation
- D. Visibility of system status

Answer: A

Explanation:
The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.
This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.
This design flaw undermines user autonomy and can result in lost progress or frustration.
References:
Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles
###

NEW QUESTION # 38
What is the System Usability Scale (SUS)?

- A. A requirement on the usability of a component of system
- B. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- C. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.
- D. 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.

Answer: C

Explanation:
The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with

five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.
References:
Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.
Usability.gov: System Usability Scale (SUS)
ISO/IEC 25062 - Common Industry Format for Usability Test Reports
##

NEW QUESTION # 39
You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.
Which of the following is a reasonable task definition to include in the test?

- A. Which mobile operating system do you prefer?
- B. Enter the item number "1469483" in the search box and click "OK". Put the first item in the cart by clicking "add to bag". Then, click on "checkout" in order to start the order process. After that, fill in the form and click on "submit".
- C. Put the first phone you find in your shopping cart!
- D. Your phone broke and you're looking for a new smartphone. Your budget is 200$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!

Answer: D

Explanation:
Option B represents a realistic, goal-oriented scenario that reflects how an actual user would interact with the website. It incorporates context, user intent, constraints, and desired outcome-all characteristics of well- designed usability tasks. Option A is vague and lacks real-world motivation. Option C is too prescriptive and limits insight into user behavior, while D is a survey question, not a usability task. According to Nielsen Norman Group and ISO 25062, the best usability tasks are scenario-based, realistic, and outcome-driven- making B the correct answer.
References:
Nielsen Norman Group: Writing Effective Usability Tasks
Usability.gov: Scenario-Based Usability Tasks
ISO 25062 - Usability Test Reporting
##

NEW QUESTION # 40
Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Functional requirements
- B. Opinion of the management
- C. Usability standards
- D. Statutory Code of Practice

Answer: C

Explanation:
Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.
Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.
References:
ISO 9241-110:2020 - Interaction Principles
WCAG 2.1 - Web Content Accessibility Guidelines
Nielsen Norman Group - Heuristic Evaluation
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NEW QUESTION # 41

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