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ISTQB Certified Tester Usability Tester Sample Questions (Q12-Q17):

NEW QUESTION # 12

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

Answer: C

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 # 13

Which of the following elements are addressed by the WCAG?
i. Resizability of text
ii. Visually appealing design
iii. Text alternatives
iv. Keyboard accessibility
v. Mouse input

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

Answer: A

Explanation:

The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities.

They specifically address:
i. Text resizability (SC 1.4.4),
iii. Text alternatives for non-text content (SC 1.1.1),
iv. Keyboard accessibility (SC 2.1.1),
v. Device independence, which includes not relying solely on mouse input.

Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.

References:

WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)
ISO/IEC 40500:2012 - WCAG 2.0
W3C: Understanding WCAG Success Criteria
##

NEW QUESTION # 14

What is the System Usability Scale (SUS)?

- 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. 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 requirement on the usability of a component of system

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 # 15
Which of the following is the highest WCAG conformance level, promising the most accessible content?

- A. Double A (AA)
- B. Quadruple A (AAAA)
- C. Single A (A)
- D. Triple A (AAA)

Answer: D

Explanation:
The Web Content Accessibility Guidelines (WCAG) define three levels of conformance for web content accessibility:
Level A (Single A) is the minimum level of compliance.
Level AA (Double A) is the standard recommended for most websites, balancing accessibility and design.
Level AAA (Triple A) is the highest and most comprehensive level of accessibility, covering the widest range of needs.
There is no such level as "Quadruple A (AAAA)," making option D invalid.
Thus, WCAG Triple A (AAA) promises the most accessible content, even though it may not always be practically achievable for all types of content.
References:
W3C: WCAG 2.1 Conformance Requirements
ISO/IEC 40500:2012 (WCAG 2.0)
W3C: How to Meet WCAG
###

NEW QUESTION # 16
In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They focus on agile development
- B. They also seek to address users with limitations
- C. They focus on quantitative usability evaluations
- D. They use prototyping in their development process

Answer: B

Explanation:
When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.
References:
W3C: Accessibility Fundamentals

ISO 9241-171 and 210 - Accessibility and Human-Centered Design
ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 17
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