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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q28-Q33):

NEW QUESTION # 28
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 requirement on the usability of a component of system
- D. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.

Answer: D

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 # 29
Which of the following are common mistakes made in usability testing?
i. The user is too active
ii. Critical results are ignored
iii. No observers involved
iv. Scheduling too late
v. Incorrect focus

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

Answer: A

Explanation:
Common mistakes in usability testing include:
Ignoring critical results (ii): A significant issue if findings are not acted upon.
Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.
Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.
Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.
Hence, the correct answer is A: ii, iv & v are true.
References:
Nielsen Norman Group: Common Mistakes in Usability Testing
ISO 9241-210:2019 - Human-Centered Design
Usability.gov: Planning and Conducting Usability Testing
##

NEW QUESTION # 30
Why are positive usability findings of high importance? Which of the following statements is wrong?

- A. Positive usability findings allow a better view of the usability of the product.
- B. Positive usability findings should be used to communicate to the development team which features should not be modified or deleted.
- C. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- D. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.

Answer: C

Explanation:
Positive usability findings play a key role in reinforcing what is working well in the user interface. They help:
A: Build developer confidence and soften criticism when pointing out issues.
C: Provide a complete picture of usability strengths and weaknesses.
D: Inform developers what should remain unchanged during redesign.
However, B is incorrect because justifying usability test costs should not rely solely on positive findings. Cost justification should come from the overall impact of usability on user satisfaction, performance, and business outcomes-not just good results.
References:
Nielsen Norman Group: Communicating Usability Findings
Usability.gov: Best Practices for Usability Reporting
ISO 25062 - Usability Test Report Content
##

NEW QUESTION # 31
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. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- B. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction
- C. Users resist using a software product which is essential for their daily work because it lacks usability
- D. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface

Answer: D

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 # 32
Which of the following statements about usability testing is true?

- A. The preparation of a usability test is optional
- B. The conditions under which a usability test is done are irrelevant
- C. A usability test consists of one usability test session
- D. Before the usability test sessions, a pilot usability test session can be conducted

Answer: D

Explanation:
A pilot usability test session is a critical step prior to conducting the actual usability test. Its purpose is to ensure that the test setup, task design, and moderator instructions are clear and function as expected.
According to ISO 9241-210 and the Nielsen Norman Group's best practices, pilot testing helps detect unforeseen issues and fine-tune the process. Options A and B are incorrect because testing conditions must reflect realistic scenarios, and thorough preparation is essential to gather meaningful usability data. Option D is also incorrect; a usability test typically consists of multiple sessions with different users to gather sufficient data for analysis. The pilot session ensures everything works smoothly before involving real participants.
References:
ISO 9241-210:2019, Ergonomics of human-system interaction - Human-centred design Nielsen Norman Group: Usability Testing 101 Usability.gov: Pilot Testing
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NEW QUESTION # 33
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