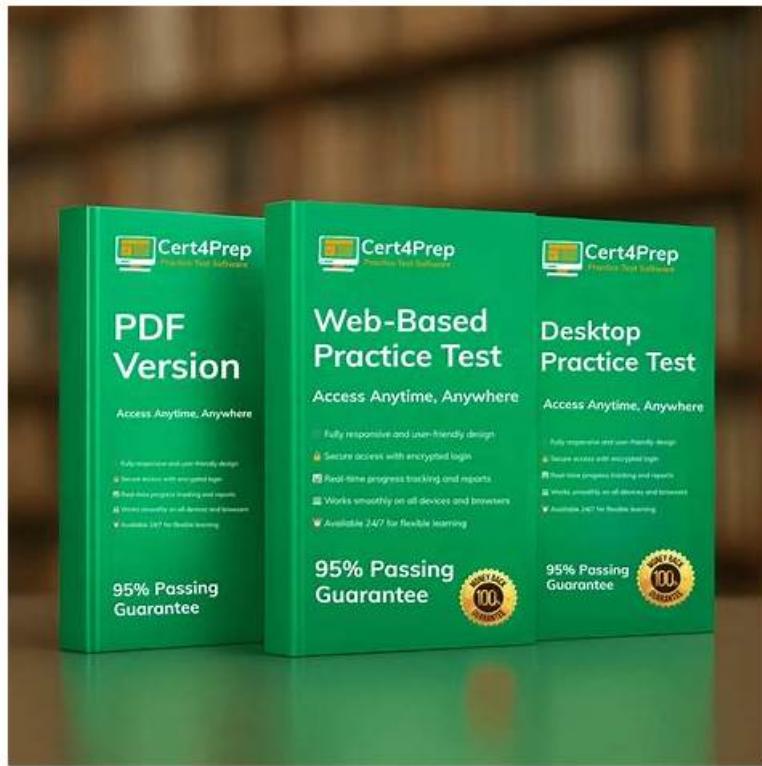


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ISTQB Certified Tester Usability Tester Sample Questions (Q17-Q22):

NEW QUESTION # 17

You are asked to evaluate the usability of a software application for a law firm. Due to time and budget constraints, it is not possible to include users in the evaluation process.

Which of the following is a valid approach for evaluating the usability in this case?

- A. Usability Review
- B. Accessibility Evaluation
- C. User surveys
- D. Usability testing

Answer: A

Explanation:

When actual users cannot be included, a usability review (often an expert or heuristic evaluation) is the most practical method. Trained evaluators examine the interface against usability principles and standards to identify potential issues. Surveys require user input, and usability testing cannot proceed without users.

Accessibility evaluation targets inclusivity for users with impairments, which is related but not a substitute for overall usability evaluation. Therefore, option A is the only valid method under these constraints.

References:

Nielsen Norman Group: Heuristic Evaluation
 Usability.gov: Expert Reviews and Inspections
 ISO 9241-110 - Usability Principles

NEW QUESTION # 18

What's the difference between an informal usability review and an expert usability review?

- A. An informal review only requires one reviewer
- B. An expert usability review is a formal review, not an informal review
- C. Contrary to an expert review, an informal usability review is based on opinion
- D. No formal usability qualifications are required for an informal usability review

Answer: D

Explanation:

An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.

In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading; expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.

References:

Nielsen Norman Group: Heuristic Evaluation
 ISO 9241-110:2020 - Interaction Principles
 Usability.gov: Expert Review vs Informal Review

NEW QUESTION # 19

Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team. What are you going to do differently this time?

- A. Add the low-priority findings you didn't include in the first report
- B. Include contact details of the test participants so that the development team can contact them in case they have questions
- C. Make the report more detailed and longer
- D. Include positive findings in the report, not only usability problems

Answer: D

Explanation:

Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.

References:

Usability.gov: Reporting Usability Findings

Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format

NEW QUESTION # 20

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

Answer: C

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 # 21

Why are positive usability findings of high importance? Which of the following statements is wrong?

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

Answer: A

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 # 22

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