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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q25-Q30):

### NEW QUESTION # 25

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.

Which part of the human-centered design process did she miss?

- A. The "design"-part
- B. The "analyze"-part
- C. The "iterate"-part
- D. The "evaluate"-part

Answer: C

Explanation:

The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct.

References:

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Human-Centered Design Activities

Nielsen Norman Group: Iterative Design in UX

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### NEW QUESTION # 26

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

- **A. No formal usability qualifications are required for an informal usability review**
- 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. An informal review only requires one reviewer

**Answer: A**

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

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### NEW QUESTION # 27

Which of the following is a key activity in a usability test session?

- **A. Moderate the usability test**
- B. Test the set up and modify the test script if needed
- C. Extract usability findings and recommendations
- D. Talk to the participant during the completion of a task

**Answer: A**

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.

References:

Nielsen Norman Group: Role of the Usability Test Moderator

ISO 25062:2006 - Usability Test Documentation

Usability.gov: Conducting a Usability Test

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### NEW QUESTION # 28

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

- A. Testing happens on a regular basis, e.g. each Monday
- B. Testing is quantitative
- C. Testing is informal and many potential users can be accessed
- **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 # 29

The usability team has written a usability test report. The report has the following structure:

- Executive summary (1 page)
- Table of contents (1 page)
- Findings and recommendations (5 pages)
- Objectives (2 pages)
- Purpose (2 pages)
- Contacts (1 page)

Which best practice does this usability test report violate?

- **A. The report misses a description of the evaluation method**
- B. The report misses positive findings
- C. The report makes use of usability jargon
- D. The report is too long

**Answer: A**

Explanation:

A best practice in usability reporting (based on ISO/IEC 25062:2006 - Common Industry Format for usability test reports) is to include a clear description of the evaluation method used. This includes how the test was designed, how participants were selected, what tasks were performed, and under what conditions the test was conducted. This ensures the results are credible and reproducible. The provided structure omits this essential information. While the report length is not excessive and positive findings may or may not be present, the key missing component is the method description.

References:

- ISO/IEC 25062:2006 - Common Industry Format for Usability Test Reports
  - Nielsen Norman Group: How to Write Usability Reports
  - Usability.gov: Reporting Usability Test Results
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### NEW QUESTION # 30

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