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## Reliable CTFL-UT Exam Question, Exam Sample CTFL-UT Questions

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The CTFL-UT exam covers a wide range of usability testing topics, including the basics of usability testing, usability testing process, usability testing techniques, usability metrics, and usability tools. CTFL-UT exam is designed to test the candidate's ability to apply usability testing principles and techniques in real-world scenarios. CTFL-UT Exam consists of 40 multiple-choice questions, and candidates have 60 minutes to complete the exam. The passing score for the CTFL-UT exam is 65%, and candidates who pass the exam are awarded the CTFL-UT certification.

## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q35-Q40):

**NEW QUESTION # 35**
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. Include positive findings in the report, not only usability problems
- B. Make the report more detailed and longer
- C. Add the low-priority findings you didn't include in the first report
- D. Include contact details of the test participants so that the development team can contact them in case they have questions

**Answer: A**

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

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## NEW QUESTION # 36

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- A. Good idea
- B. Usability problem
- C. Positive finding
- D. Functional problem

**Answer: A**

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings

Nielsen Norman Group: Reporting Usability Test Results

ISO 25062:2006 - Usability Test Reports

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## NEW QUESTION # 37

Which of the following is a principal task of the usability tester role?

- A. Define testing tasks
- B. Discuss findings from usability test
- C. Perform pre-session briefing of participants
- D. Communicate with test participant

**Answer: D**

Explanation:

The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.

Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed

and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities

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# NEW QUESTION # 38

Which of the following are advantages of using a usability lab?

i. The context is natural

ii. Test sessions are easy to observe

iii. Inexpensive setup

iv. Similar conditions for all sessions

v. Easy recording of sessions

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

**Answer: A**

Explanation:

Usability labs provide a controlled environment that offers several advantages for observing and recording usability test sessions. Specifically, they allow for easy observation of participants (ii), standardized conditions for each session (iv), and facilitate audio and video recording for detailed analysis (v). However, the context is not natural (i), because the lab is an artificial setting rather than the user's actual environment.

Also, setting up a professional usability lab is not inexpensive (iii); it typically involves significant costs for equipment, space, and staffing. Therefore, options ii, iv, and v are true, while i and iii are false.

References:

Nielsen Norman Group: Usability Labs - Pros and Cons

ISO 25062:2006 - Usability Test Reporting

Usability.gov: Setting Up a Usability Lab

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# NEW QUESTION # 39

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

**Answer: D**

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 # 40**
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