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ISTQB Certified Tester Usability Tester Sample Questions (Q25-Q30):

NEW QUESTION # 25

Which of the following is the best description for a usability test session?

- A. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- B. A document specifying a sequence of actions for the execution of a usability test.
- C. A period of time in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers.
- D. A black-box test technique in which test cases are designed to execute usability scenarios.

Answer: C

Explanation:

A usability test session is a controlled period during which a test participant performs tasks using the system under test while being observed by a moderator and sometimes additional stakeholders or observers. The goal is to understand how users interact with the

interface and identify usability problems. Option A describes an individual task, not the whole session. Option C refers to a test plan or test script, and Option D describes a test technique rather than a usability session. Thus, option B provides the most accurate and comprehensive definition.

References:

ISO 25062:2006 - Common Industry Format (CIF)

Nielsen Norman Group: Usability Testing 101

Usability.gov: Usability Test Sessions

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NEW QUESTION # 26

You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Usability evaluation
- B. Risk assessment
- C. Accessibility evaluation
- D. Usability maturity assessment

Answer: A

Explanation:

A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.

Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.

Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates potential project or system risks. Only option D directly involves observing and measuring user interaction.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Types of Usability Evaluations

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NEW QUESTION # 27

Which of the following statements about usability test plans is true?

- A. It contains the results of the test sessions
- B. It should contain the briefing instructions
- C. It should be very elaborate and at least 10 pages
- D. It contains a schedule

Answer: D

Explanation:

A usability test plan is a foundational document created before conducting usability testing. It outlines the objectives, scope, methodology, participants, tasks, and schedule for the testing activities. One of its essential components is the schedule, which details when and how test sessions will occur to ensure proper resource allocation and time management. Including a schedule helps coordinate between test moderators, participants, observers, and stakeholders, making the testing process organized and efficient. While briefing instructions (Option B) may be related to the usability test, they are typically documented separately or included in participant materials rather than the formal test plan itself. The test plan should be concise and focused; it need not be overly elaborate or lengthy (Option C), as clarity and usability of the plan are more important than length. The results of the test sessions (Option D) are not included in the test plan but rather compiled afterward in a test report or analysis document.

Therefore, the correct statement is that the usability test plan contains a schedule, ensuring a structured timeline for the usability testing activities.

References:

Usability.gov, Usability Testing Plan Template

Nielsen Norman Group, Usability Test Planning

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing process

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. A requirement on the usability of a component of system
- C. 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.
- **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

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NEW QUESTION # 29

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

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

Answer: A

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 # 30

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