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ISTQB Certified Tester Usability Tester Sample Questions (Q19-Q24):

NEW QUESTION # 19
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 positive findings
- B. The report is too long
- C. The report misses a description of the evaluation method
- D. The report makes use of usability jargon

Answer: C

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
###

NEW QUESTION # 20
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 "evaluate"-part
- B. The "iterate"-part
- C. The "analyze"-part
- D. The "design"-part

Answer: B

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
###

NEW QUESTION # 21
A "usability test participant" ...

- A. ... can be the organizer of a usability test.
- B. ... is a person who observes a usability test.
- C. ... is a representative user who solves typical tasks in a usability test.
- D. ... helps to set up the system used for the usability test.

Answer: C

Explanation:
A usability test participant is a person selected to represent the target user group and asked to perform specific tasks in a usability test. Their actions, reactions, and feedback help identify usability issues and evaluate the system's effectiveness, efficiency, and user satisfaction. This role is strictly observational and does not involve organizing, observing, or setting up the test. Options A, B, and C describe other roles (e.g., technical support, observers, or moderators). Only option D accurately reflects the definition of a usability test participant.
References:
ISO 9241-210:2019 - Human-Centered Design
Usability.gov: Roles in a Usability Test
Nielsen Norman Group: Recruiting Test Participants
###

NEW QUESTION # 22

A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.

Which of the following heuristics would best describe this usability issue?

- A. Help and documentation
- B. Visibility of system status
- C. Aesthetic and minimalist design
- D. User control and freedom

Answer: D

Explanation:

The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.

This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.

This design flaw undermines user autonomy and can result in lost progress or frustration.

References:

Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles

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NEW QUESTION # 23

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

- A. Positive usability findings make it easier to sell the need for correcting usability problems by giving a balanced view.
- B. Positive findings are of high importance because they can be used in the report to justify the costs of the test.
- 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 allow a better view of the usability of the product.

Answer: B

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

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NEW QUESTION # 24

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