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ISTQB Certified Tester Usability Tester Sample Questions (Q36-Q41):

NEW QUESTION # 36

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 makes use of usability jargon
- C. The report is too long
- D. The report misses positive findings

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 # 37

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Functional requirements
- B. Statutory Code of Practice
- C. Opinion of the management
- **D. Usability standards**

Answer: D

Explanation:

Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.

Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.

References:

ISO 9241-110:2020 - Interaction Principles

WCAG 2.1 - Web Content Accessibility Guidelines

Nielsen Norman Group - Heuristic Evaluation

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NEW QUESTION # 38

Which of the following elements are addressed by the WCAG?

- i. Resizability of text
- ii. Visually appealing design
- iii. Text alternatives
- iv. Keyboard accessibility
- v. Mouse input

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

Answer: D

Explanation:

The Web Content Accessibility Guidelines (WCAG) provide standards to ensure websites are accessible to people with disabilities. They specifically address:

- i. Text resizing (SC 1.4.4),
- iii. Text alternatives for non-text content (SC 1.1.1),
- iv. Keyboard accessibility (SC 2.1.1),
- v. Device independence, which includes not relying solely on mouse input.

Visually appealing design (ii) is not an accessibility requirement and is thus not a WCAG focus. The correct answer is D: i, iii, iv & v are true; ii is false.

References:

WCAG 2.1 Guidelines by W3C (w3.org/WAI/WCAG21)

ISO/IEC 40500:2012 - WCAG 2.0

W3C: Understanding WCAG Success Criteria

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NEW QUESTION # 39

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

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

Answer: B

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 # 40

A "usability requirement" is:

- A. A requirement needed for a usability tester
- B. A requirement how to conduct a usability test
- **C. A requirement on the usability of a component or system**
- D. A requirement needed to define the size of a mobile phone used in a usability test

Answer: C

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

References:

ISO 9241-11:2018 - Usability: Definitions and Concepts

ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements

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NEW QUESTION # 41

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