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ISQI CTFL-UT Certification Exam is an excellent way for testing professionals to gain expertise in usability testing. It is a valuable

certification that will enhance a candidate's career prospects and provide them with the skills and knowledge required to excel in the field of software testing.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q17-Q22):

NEW QUESTION # 17

Which of the following is a principal task of the usability test moderator role?

- **A. Define testing tasks**
- B. Write a usability test plan
- C. Log usability problems
- D. Create a survey plan

Answer: A

Explanation:

The usability test moderator plays a crucial role during the execution phase of a usability test. Their principal task is to facilitate the test sessions by guiding participants through predefined testing tasks, observing behaviors, and ensuring that the test environment is neutral and free from bias. Defining testing tasks, however, is primarily done during the test design phase by the usability test designer or analyst, but the moderator ensures these tasks are clearly communicated and administered to participants during the session. Logging usability problems (option B) is often done by observers or analysts reviewing session recordings or notes, not directly by the moderator during live testing. Creating a survey plan (option C) and writing the usability test plan (option D) are preparatory activities generally done before the test sessions and are not the moderator's main focus. Therefore, the principal role of the moderator centers on conducting the sessions and managing task delivery effectively to obtain authentic user interaction with the system under test.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Process for usability testing

NEW QUESTION # 18

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

Answer: D

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 # 19

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

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

Answer: A

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 # 20

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

- A. A document specifying a sequence of actions for the execution of a usability test.
- B. A test activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- **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 # 21

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

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

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