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ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Certification Exam is a professional certification that is designed to measure an individual's knowledge and skills in the field of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is offered by the International Software Quality Institute (ISQI) and is recognized worldwide as a standard in the industry.

ISQI CTFL-UT: ISTQB Certified Tester-Foundation Level - Usability Testing Exam is an excellent opportunity for professionals who want to enhance their knowledge and skills in usability testing. CTFL-UT Exam covers various aspects of usability testing, and the certification is recognized globally, making it a valuable asset for professionals in the software development industry.

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ISQI CTFL-UT certification exam is designed to test the skills and knowledge of individuals in the field of usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification is based on the International Software Testing Qualifications Board (ISTQB) Certified Tester-Foundation Level and focuses specifically on usability testing. CTFL-UT Exam is intended for individuals who are interested in becoming certified usability testers, as well as those who are already working in the field and wish to validate their skills and knowledge.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q16-Q21):

NEW QUESTION # 16

How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- B. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate
- C. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- **D. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate**

Answer: D

Explanation:

Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.

Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person, depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.

Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.

References:

Usability.gov, Surveys in User Research

Nielsen Norman Group, How to Conduct User Surveys

ISO 9241-210:2019 Ergonomics of human-system interaction - User research methodologies

NEW QUESTION # 17

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

- The context is natural
- Test sessions are easy to observe
- Inexpensive setup
- Similar conditions for all sessions
- Easy recording of sessions

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

Answer: B

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 # 18

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

- A. They focus on quantitative usability evaluations
- B. They use prototyping in their development process

- C. They focus on agile development
- **D. They also seek to address users with limitations**

Answer: D

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 # 19

What is a usability test task?

- **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 document specifying a sequence of actions for the execution of a usability test. It is used by the moderator to keep track of briefing and pre-session interview questions, usability test tasks, and post-session interview questions
- C. A test session in usability testing in which a usability test participant is executing tests, moderated by a moderator and observed by a number of observers
- D. A process through which information about the usability of a system is gathered in order to improve the system (known as formative evaluation) or to assess the merit or worth of a system (known as summative evaluation)

Answer: A

Explanation:

A usability test task is a clearly defined activity that a participant is asked to perform during a usability test session. These tasks are typically created by the test designer or moderator and are designed to reflect realistic user goals (e.g., "Find and buy a product"). The purpose is to observe the participant's interaction with the system and identify usability issues. Option A describes a usability test script, not a task. Option C defines usability evaluation in general, and D refers to a session, not a specific task. Therefore, B is correct.

References:

* ISO 25062:2006 - Common Industry Format (CIF) for Usability Test Reports
 * Nielsen Norman Group: Writing Effective Usability Tasks
 * Usability.gov: Usability Test Task Design

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NEW QUESTION # 20

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire. You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements. Which of the following user questionnaires allow benchmarking against previous usability measurements?

- SUS
- SUMI
- WAMMI

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

Answer: C

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and

