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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q11-Q16):

NEW QUESTION # 11
Which of the following statements about usability test plans is true?

- A. It should be very elaborate and at least 10 pages
- B. It contains the results of the test sessions
- C. It should contain the briefing instructions
- 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 # 12

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check that findings are communicated to the stakeholders
- B. Check that the usability test plan has been properly reviewed
- C. Check consumed resources regularly and compare with the estimates
- D. Check whether the usability test report conforms to the best practices

Answer: C

Explanation:
To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO
9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.
References:
* ISO 9001:2015 - Quality Management Systems
* ISTQB: Usability Testing Guidelines
* Nielsen Norman Group: Budgeting for Usability Testing
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NEW QUESTION # 13

Which of the following are common mistakes made in usability testing?
i. The user is too active
ii. Critical results are ignored
iii. No observers involved
iv. Scheduling too late
v. Incorrect focus

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

Answer: C

Explanation:
Common mistakes in usability testing include:
Ignoring critical results (ii): A significant issue if findings are not acted upon.
Scheduling the test too late (iv): This can lead to usability problems being discovered too late to be addressed effectively.
Having the wrong focus (v): For instance, focusing on aesthetics instead of usability goals.
Option i ("user is too active") is not a problem-active participation is necessary. Option iii ("no observers involved") is not a typical mistake, since tests can still be valid even with recorded sessions and later review.

Hence, the correct answer is A: ii, iv & v are true.
References:
Nielsen Norman Group: Common Mistakes in Usability Testing
ISO 9241-210:2019 - Human-Centered Design
Usability.gov: Planning and Conducting Usability Testing
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NEW QUESTION # 14
What location is NOT suitable for conducting a usability test?

- A. A room at the place where the test participant lives or works.
- B. Two office rooms that are connected by a video link.
- C. A public place, such as a cafe.
- D. A room where no action of the user can be seen or recorded by any means.

Answer: D

Explanation:
The primary goal of usability testing is to observe and record user behavior while interacting with the system.
A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.
While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.
Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real- world use.
References:
Usability.gov: Conducting Usability Testing
Nielsen Norman Group: Choosing a Usability Testing Location

NEW QUESTION # 15
How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- B. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- C. Write survey plan, interview users and stakeholders, 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 # 16
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