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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q38-Q43):

NEW QUESTION # 38

What is good accessibility?

- A. Good usability of a software product by people with limited knowledge of the software
- B. Good usability of a software product on all devices (smart phone, computer, etc.)
- C. Good usability regardless of disturbances like bright sunlight, noise or wind
- D. **Good usability of a software product by people with limited vision, hearing, dexterity, cognition or physical mobility**

Answer: D

Explanation:

Accessibility refers to designing products so that people with disabilities or limitations (permanent or temporary) can use them effectively. According to the Web Content Accessibility Guidelines (WCAG) and ISO standards, accessibility focuses on ensuring that users with vision, hearing, cognitive, or mobility impairments can access digital interfaces. Option D captures this intent accurately. The other options relate to general usability or responsiveness (e.g., device adaptability or user experience in noisy environments) but do not address the inclusive nature of accessibility as defined by official guidelines.

References:

WCAG 2.1 Guidelines - W3C

ISO 9241-171:2008 - Guidance on software accessibility

Usability.gov: Accessibility Basics

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NEW QUESTION # 39

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

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

Answer: B

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 # 40

During a usability test, a user suggested that a quick search box on every page would help a lot for several of the main tasks. You added this finding to the list.

What's the correct classification for these kinds of findings?

- A. Positive finding
- B. Good idea
- C. Functional problem
- D. Usability problem

Answer: B

Explanation:

In usability evaluations, a distinction is made between actual usability problems (where a user struggles to complete a task or is confused by the interface) and suggestions or ideas that users provide based on their preferences or perceived improvements. When a participant offers a new feature idea (such as a quick search box), this is classified as a "good idea" or "feature suggestion," not necessarily a usability problem. It may inform future design enhancements but does not indicate a failure in usability for existing functionality.

References:

Usability.gov: Types of Usability Findings

Nielsen Norman Group: Reporting Usability Test Results

ISO 25062:2006 - Usability Test Reports

NEW QUESTION # 41

Which of the following statements best describe Rapid Iterative Testing and Evaluation?

- A. Testing focuses on instant redesigns and confirming made changes
- B. Testing is quantitative
- C. Testing happens on a regular basis, e.g. each Monday
- D. Testing is informal and many potential users can be accessed

Answer: A

Explanation:

Rapid Iterative Testing and Evaluation (RITE) is a usability method in which usability issues are identified and addressed in short cycles. Unlike traditional usability testing, RITE allows for immediate redesigns and retesting of the improved version within the same study. The goal is to refine the design quickly based on observed usability issues. Option A confuses scheduling with methodology, B is too vague, and D inaccurately characterizes RITE as quantitative, while it is typically qualitative. Therefore, C accurately reflects the purpose and approach of RITE.

References:

* Medlock et al. (2002). The RITE Method: A Rapid Iterative Testing and Evaluation Method

* Nielsen Norman Group: Rapid Iterative Testing

* Usability.gov: RITE Method Overview

NEW QUESTION # 42

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. Aesthetic and minimalist design
- C. User control and freedom
- D. Visibility of system status

Answer: C

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

NEW QUESTION # 43

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