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ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q23-Q28):

NEW QUESTION # 23
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. Good idea
- B. Positive finding
- C. Usability problem
- D. Functional problem

Answer: A

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
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NEW QUESTION # 24
What is a usability test task?

- A. 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)
- 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 usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time
- D. 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

Answer: C

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
##

NEW QUESTION # 25
As an expert for usability, you're in charge of the usability part of the development of a business application for a large customer. You have worked as a usability expert with the development team for two years and are operating well together; the developers value your feedback and give their bests implementing your suggestions. The product is in an early stage, so there's only a rudimentary prototype available.

Given this information, what is the best approach to verify the usability at the current stage?

- A. Unmoderated usability test
- B. Usability test in the lab
- C. Usability review
- D. Usability maturity assessment

Answer: C

Explanation:
At an early development stage where only a rudimentary prototype exists, a usability review (e.g., expert or heuristic review) is the most effective method. It allows usability specialists to identify potential usability issues without the need for a fully functioning product. Reviews can provide immediate, actionable feedback to guide design improvements before moving into more resource-intensive usability testing. An unmoderated usability test (B) or lab test (D) may be impractical at this stage due to limited interactivity. A usability maturity assessment (C) evaluates organizational processes and is not applicable to evaluating a specific prototype.
References:
Nielsen Norman Group: When to Use Heuristic Evaluation
ISO 9241-210:2019 - Human-Centered Design Processes
Usability.gov: Usability Evaluation Types

NEW QUESTION # 26
Your last 20-pages usability test report wasn't received well by the developers; only two of the 25 usability problems have been fixed. This time, you want to stick to the best practices in order to obtain better acceptance by the development team.
What are you going to do differently this time?

- A. Add the low-priority findings you didn't include in the first report
- B. Make the report more detailed and longer
- C. Include contact details of the test participants so that the development team can contact them in case they have questions
- D. Include positive findings in the report, not only usability problems

Answer: D

Explanation:
Usability test reports are more effective when they are balanced and include not only problems but also what worked well. Including positive findings increases credibility, encourages the development team, and helps them understand what should remain unchanged. Option B violates privacy and ethical standards. Option C may dilute focus, and D could worsen the problem by making the report less accessible. Thus, the best practice supported by usability.gov and Nielsen Norman Group is to include both positive and negative findings.
References:
Usability.gov: Reporting Usability Findings
Nielsen Norman Group: Writing Usability Reports that Developers Will Read ISO 25062 - Usability Test Report Format
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NEW QUESTION # 27
Which of the following statements about usability test plans is true?

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

Answer: C

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 # 28

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