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## ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q25-Q30):

### NEW QUESTION # 25

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. Usability problem
- C. Positive finding
- 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 # 26

What does the Equality Act address?

- A. It obligates organizations to make sites accessible at all costs
- B. It states that websites have to adhere to the WCAG conformity level A
- C. It states that websites have to adhere to the WCAG conformity level AA
- **D. It protects people from discrimination in the workplace and in wider society**

**Answer: D**

Explanation:

The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.

While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.

References:

UK Equality Act 2010 - Legislation.gov.uk

GOV.UK: Accessibility Requirements for Public Sector Bodies

## NEW QUESTION # 27

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?

- i. SUS
- ii. SUMI
- iii. WAMMI

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

**Answer: A**

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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### NEW QUESTION # 28

Which of the following is a key activity in a usability test session?

- A. Test the set up and modify the test script if needed
- B. Extract usability findings and recommendations
- C. Talk to the participant during the completion of a task
- **D. Moderate the usability test**

**Answer: D**

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.

References:

Nielsen Norman Group: Role of the Usability Test Moderator

ISO 25062:2006 - Usability Test Documentation

Usability.gov: Conducting a Usability Test

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### NEW QUESTION # 29

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 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)
- 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 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

**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 # 30

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