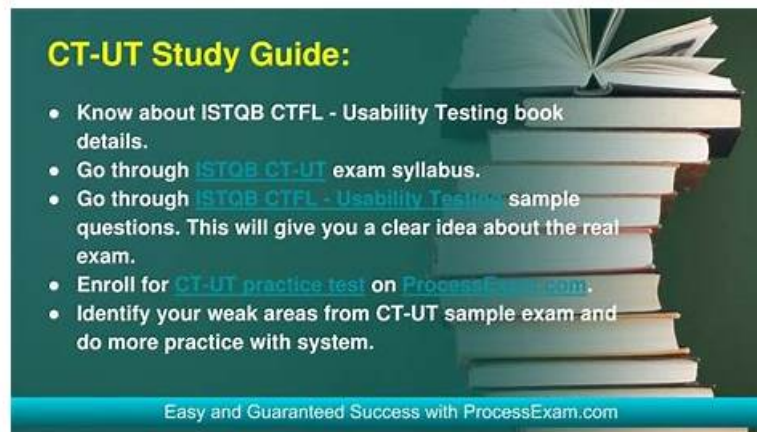


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NEW QUESTION # 17

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

- A. Talk to the participant during the completion of a task
- B. Test the set up and modify the test script if needed
- C. Extract usability findings and recommendations
- 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 # 18

Which of the following is the correct distinction between formative and summative usability evaluation?

- **A. Summative evaluations assess the outcome, formative evaluations focus on improvement**
- B. Summative evaluations mostly rely on user tests, formative evaluations require experts
- C. Summative evaluations focus on improvement, formative evaluations assess the outcome
- D. Summative evaluations mostly rely on experts, formative evaluations require users

Answer: A

Explanation:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems
Usability.gov: Usability Evaluation Basics
Nielsen Norman Group: Formative vs Summative Usability Testing
#####

NEW QUESTION # 19

A "usability requirement" is:

- **A. A requirement on the usability of a component or system**
- B. A requirement needed for a usability tester
- C. A requirement how to conduct a usability test
- D. A requirement needed to define the size of a mobile phone used in a usability test

Answer: A

Explanation:

A usability requirement specifies how usable a product or component must be, often in terms of effectiveness, efficiency, and user satisfaction, as defined in ISO 9241-11. These requirements ensure that the product meets specific human-centered design goals, such as allowing users to complete tasks accurately and quickly.

Options A and C describe procedural or test setup elements, not actual usability requirements. Option B refers to personnel qualifications, which are not the same as usability requirements related to system behavior or performance.

References:

ISO 9241-11:2018 - Usability: Definitions and Concepts
ISO/IEC 25010:2011 - Product Quality Model (Usability as a quality characteristic) Usability.gov: Defining Usability Requirements
#####

NEW QUESTION # 20

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 # 21

A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.

Which usability risk should be reasonably addressed for the next release?

- A. Users resist using a software product which is essential for their daily work because it lacks usability
- **B. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface**
- C. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- D. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction

Answer: B

Explanation:

The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.

References:

ISO 9241-210:2019 - Risk Management in Usability Engineering

Nielsen Norman Group: Error Prevention in UI Design

IEEE 1028: Standard for Software Reviews and Risk-Based Usability

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NEW QUESTION # 22

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